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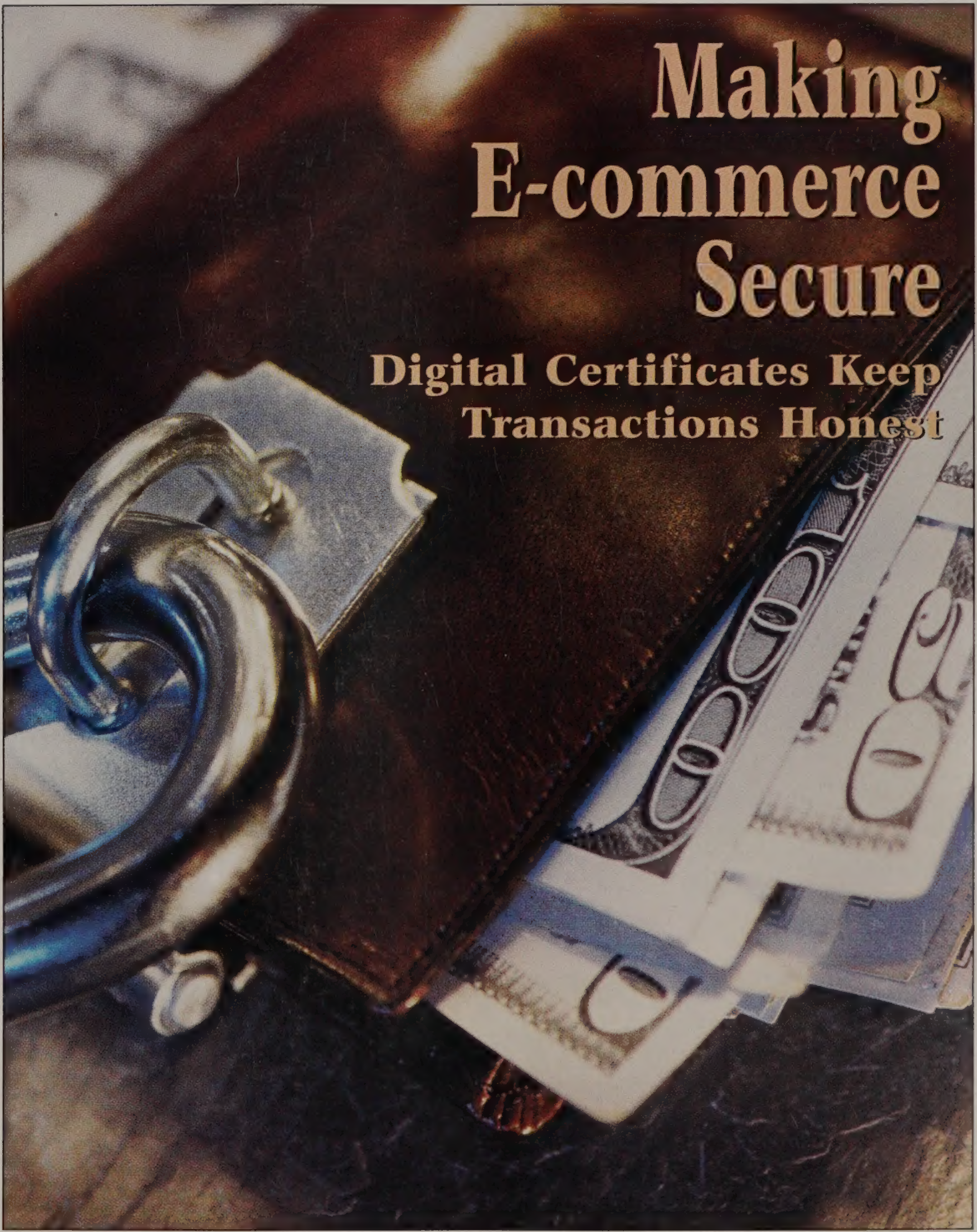

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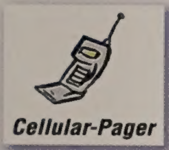

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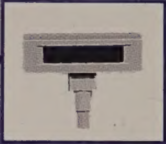

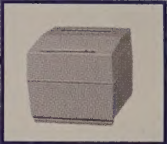

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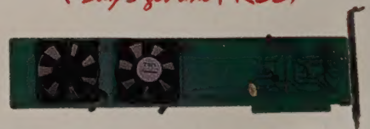

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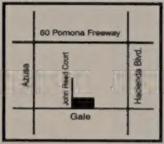

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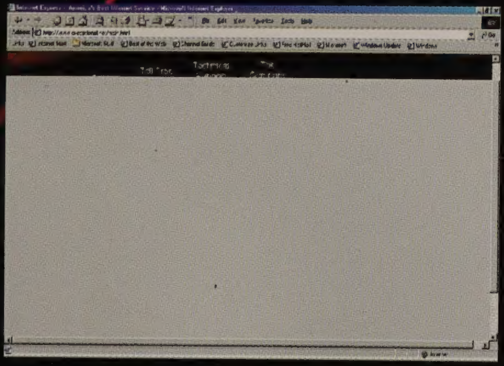

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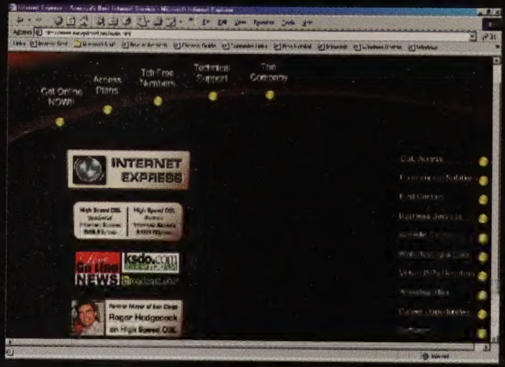

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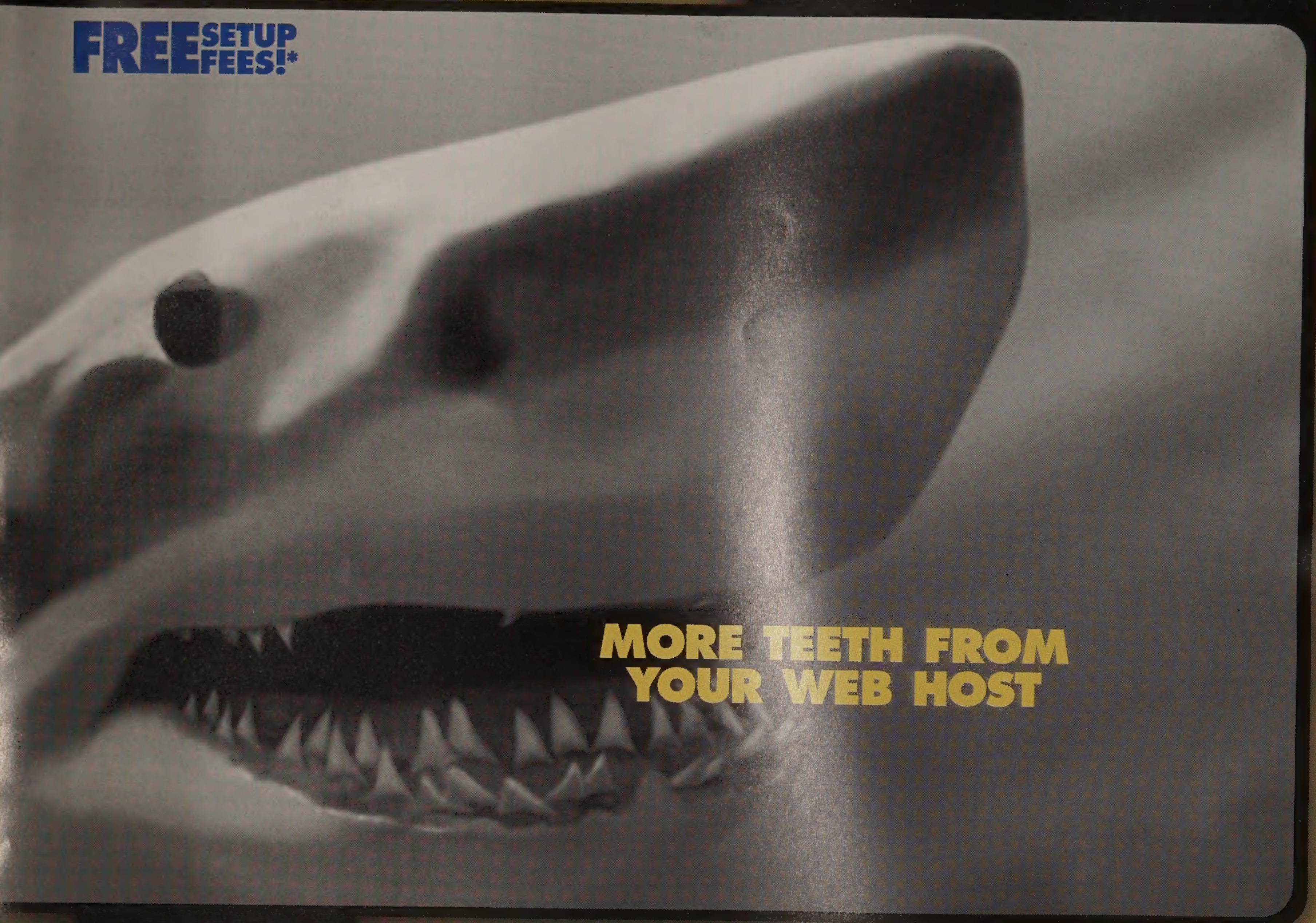

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Digital certificates can ensure that both parties in a transaction are who they say they are

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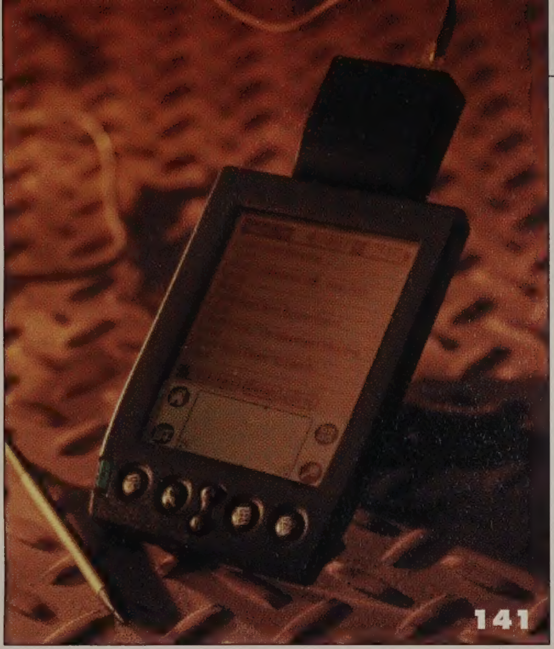

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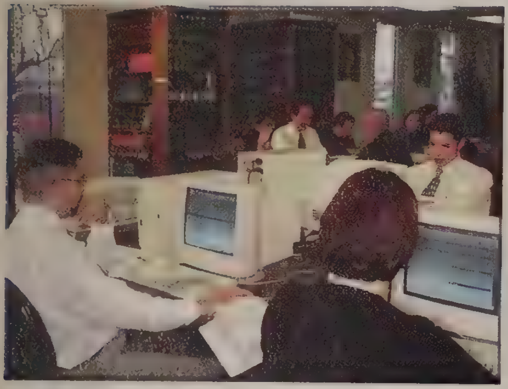

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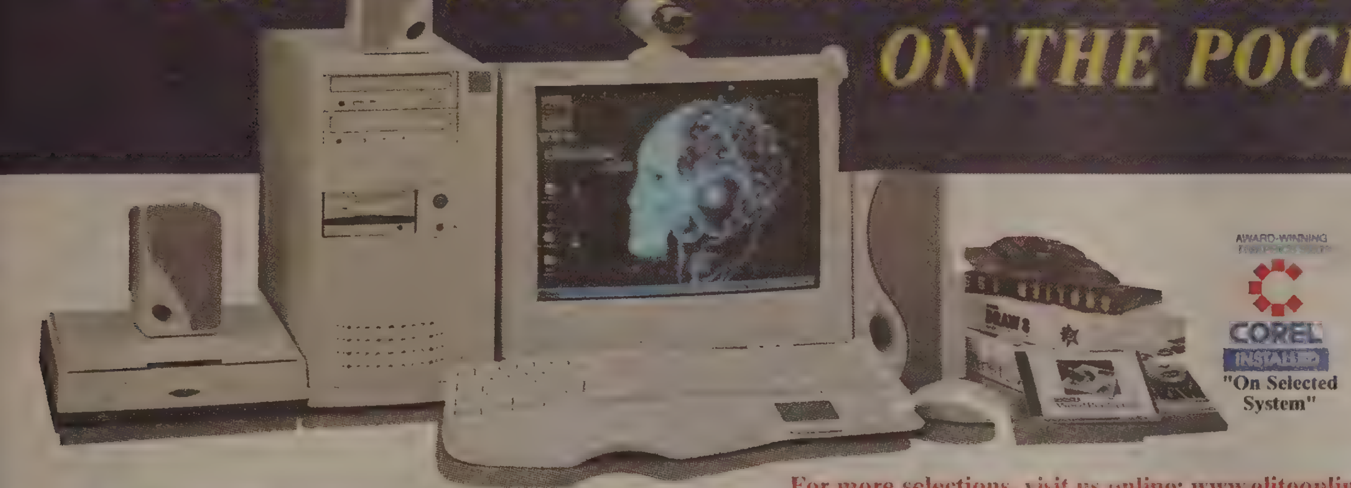

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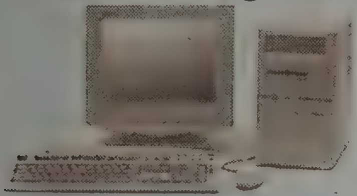

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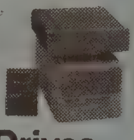

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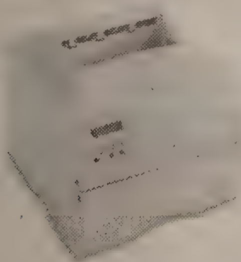

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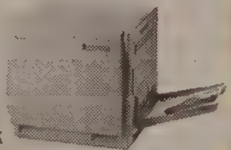

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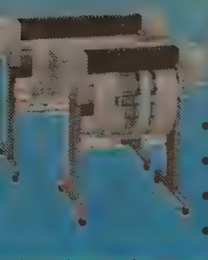

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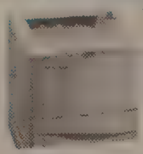

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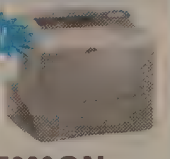

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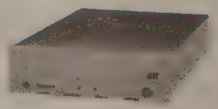

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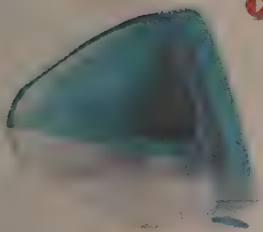

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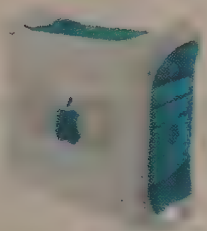

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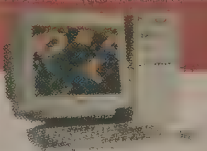

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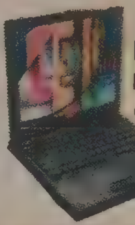

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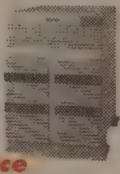

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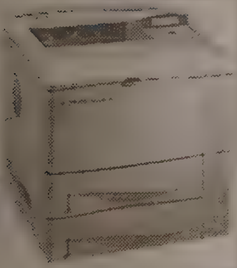
HP LASERJET PRINTERS



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HP LASERJET 1200 dpi PRINTER
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$2579 / $2849 / $3299

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$649 / $739 / $899

HP LASERJET Large Format
5000, 5000N, 5000GN
$1429 / $1999 / $2539

HP COLOR LASERJET
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$2369 / $2759 / $3619

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HP LASERJET Networking Printer 24PPM
8000 & 8000N, 8000DN
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5280	CELERON-433	12GB/96MB	56K/ 32X	$899
5284	K6-2 450MMX	19GB/96MB	56K/DVD	$1,099
5304	M2-366 CYRIX	/32MB	56K/ 32X	$499
5340	K6-2 400MMX	4GB/64MB	56K/ 32X	$699
5360	K6-2 450MMX	10GB/64MB	56K/ 32X	$72
5410	K6-2 380MMX	6.GB/64MB	56K/ 32X	$899
5460	K6-2-475NEW	8GB/96MB	56K/ 32X	$750
5461	K6-2-500NEW	10GB/64MB	56K/32XCD	$799
5690	P-III-500	19GB/128MB	DSL/ DVD	$1,599
5714	CEL466	12GB/64MB	56K/ 32X	$899
5716	P-III-450	15GB/96MB	DSL/ DVD	$1,225
5724	CELERON-500	15GB/96MB	56K/DSL,32X	$1,035
5726	P-III-500	19GB/96MB	DSL/DVD	$1,410
5736	P-III-550	19GB/128MB	56K/ DVD	$1,799
5834	CEL500NEW	17GB/64MB	56K/8XDVD	$1,010
5838	K7-500NEW	17GB/128MB	56K/32XCD	$1,370
5868	K7-600NEW	20GB/128MB	56K/ DVD	$1,910
5888	K7-700 NEW	27MB/128MB	56K/10XDVD	$2,999
3550	CEL500NEW	8GB/64MB	56K/DVD	$1,999

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PRESARIO NOTEBOOK

MODEL	PROCESSOR	HD/RAM	MODEM/DVD	SCREEN	P
1245	K6-2 333	3.2GB/32MB	56K/24X CD	12. HPA	[illegible]
1247	K6-2-400 NEW	4.3GB/32MB	56K/24X CD	12.1HPA	[illegible]
1275	K6-2 366	4GB/32MB	56K/24X CD	13. HPA	[illegible]
1277	K6-2-433NEW	4.8GB/64MB	56K/24X CD	13.HPA	[illegible]
1685	K6-2 380	4.3GB/64MB	56K/DVD/CD	12,.1 TFT	[illegible]
1688	K6-2 400	4.8GB/64MB	56K/24X CD	13.3 TFT	[illegible]
1690	K6-2 400	6.4GB/64MB	56K/DVD/CD	14.1 TFT	[illegible]
1692	K6-2-433NEW	6.4GB/64MB	56K/DVD/CD	12.1TFT	[illegible]
1694	K6-2-450NEW	6.4GB/64MB	56K/4XDVD	14.1TFT	[illegible]
1825	P-2 366	6.4GB/64MB	56K/DVD/CD	15. TFT	[illegible]
1830	P3-450 NEW	6.4GB/64MB	56K/5XDVD	15.TFT	$2,
1925	CEL400	6.4GB/64MB	56K/DVD	13.3 TFT	[illegible]
1930	CEL433NEW	10GB/64MB	56K/4XDVD	13.3TFT	$2
305	CEL333 NEW	4.3GB/64MB	56K/24XCD	11.3TFT	$1,7

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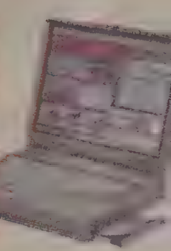
MODEL	PROCESSOR	HD/ RAM	MDEM/ CD/ DVD	SCREEN	PRICE
SATELLITE					
2065/ 2060CDS	K6-2-366	4GB/ 32MB	56K/ 24XCD	12.1 DSCN	$1199
2100CDS NEW	K6-2-400	4.3GB/ 64MB	56K/ 24XCD	12.1 DSCN	$1229
2100CDT NEW	K6-2-400	4.3GB/ 64MB	56K/ 24XCD	12.1 TFT	$1599
2590CDT	CEL400	6.4GB/ 64MB	56K/ 24XCD	12.1 TFT	$1650
2595XDVD	CEL400	6.4GB/ 64MB	56K/ DVD	14.1 TFT	$2050
4030CDT	CEL-300	4.1GB/ 64MB	56K/ 24XCD	13.3 TFT	$1799
4080XCDT	PII 366	6.4GB/ 64MB	56K/ 24XCD	14.1 TFT	$2499
4090XDVD	CELRN 400	6.4GB/ 64MB	56K/ DVD	14.1 TFT	$2099
4100XDVD	PII 400	6.4GB/ 64MB	56K/ DVD	14.1 TFT	$2399

MODEL	PROCESSOR	HD/ RAM	MDEM/ CD/ DVD	SCREEN	PRICE
TECRA					
8000 PII-300 B951	PII300	6.4GB/ 64MB	56K/ 24XCD	13.3 TFT	$2,199
8000 PII-366 KA51	PII366	8GB/ 64MB	56K/ 24XCD	14.1 TFT	$2,899
8000 PII-366 KB51	PII366	10GB/ 64MB	56K/ 24XCD	14.1 TFT	$2,399
8000 PII-400 4K71	PII400	14GB/ 128MB	NO/ DVD	14.1 TFT	$3,699
8000 PII-400 4B51	PII400	10GB/ 64MB	56K/ 24XCD	14.1 TFT	$3,199
PORTEGE					
3010CT	P-266	4.3GB/ 32MB	56K/ MDEM	10.4 TFT	$1,550
3020CT	P-300	6.4GB/ 32MB	56K/ MDEM	10.4 TFT	[illegible]
3110CT	P2-300	4.4GB/ 64MB	56K/ ENET	10.4 TFT	[illegible]
7010CT	PII-300	4.3GB/ 32MB	56K/ MDEM	12.1 TFT	$3,[illegible]
7020CT	PII-366	6.4GB/ 64MB	56K/ MDEM	13.3 TFT	$3,299



IBM

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THINKPAD 1400 SERIES					
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I-1452	CELERON 366	4.8GB/64MB	56K/DVD	14.1 TFT	$1,999
I-1472	PII-366	6.4GB/64MB	56K/DVD	14.1 TFT	$2,499
THINKPAD 1500 SERIES					
I-1512	CEL-366	4.8GB/64MB	56K/24X	12.1 TFT	$1,550
I-1552	CEL-366	4.8GB/64MB	56K/24X	14.1 TFT	$1,950

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PCG-F360	P-II-400	6.4GB/64MB	56K/DVD	14.1" XGA TFT	$2,599.00	$100 REBATE
PCG-F350	P-II-366	6.4GB/64MB	56K/DVD	14.1" XGA TFT	$2,299.00	
PCG-F340	P-II-366	6.4GB/64MB	56K/24CD	13" XGA HPA	$1,699.00	$100 REBATE
PCG-F250	CELE-366	4.3GB/32MB	56K/24CD	13" XGA HPA	$1,399.00	$100 REBATE
PCG-F270	P-II 333	6.4GB/64MB	56K/DVD	14.1" XGA TFT	$2,259.00	$100 REBATE
PCG-F280	P-II-366	6.4GB/64MB	56K / DVD	14.1" XGA TFT	$2,550.00	$100 REBATE
PCG-F290	P-II-400	6.4GB/128MB	56K /DVD	15" XGA TFT	$3,099.00	
PCG-Z505RX	P-II-400	8.1GB/128MB	56K	12.1XGA TFT	$2,999.00	
PCG-Z505R	P-II-366	6.4GB/64MB	56K	12.1XGA TFT	$2,499.00	
PCG-Z505S	CELE-333	6.4GB/64MB	56K	12.1" XGA TFT	$2,259.00	$100 REBATE

SONY DESKTOP

MODEL	PROCESSOR	HD/ RAM	MODEM/ CD	SCREEN	PRICE	REBA
PCG-Z505SX	P-II-366	6.4GB/128MB	56K	12.1" XGA TFT	$2,499.00	$100 REBA
PCG-N505VX	P-II-333	6.4GB/64MB	56K	10.4XGA	$2,299.00	
PCG-N505VE	CELE-333	6.4GB/64MB	56K	10.4XGA	$1,699.00	
PCG-505TR	P300 MMX	6.4GB/64MB	56K	10.4" XGA	$1,885.00	$100 REBA W/
PCV-L600S	P-III-500	10GB/128MB	56K		$2,899.00	
PCV-L400					$1,599.00	
C1X				$2,099.00		$100+$1 REBATE W/

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- Sound Card on Board
- ATX Tower Case
- Amplified Speakers
- 1.44MB Floppy Drive
- Window 98 Keyboard
- PS2 Mouse

Monitor not included

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Pentium III-550 ..$699
Pentium III-600 ..$799

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- PC98 3D Sound Card
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- Windows 98 Keyboard
- MicroATX Tower Case
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Monitor not included

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	17.4GB	UATA-66	5400rpm	$149.99
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WESTERN DIGITAL	6.4GB	UATA-66	5400rpm	$104.99
	8.4GB	UATA-66	5400rpm	$115.99
	10.2GB	UATA-66	5400rpm	$129.99
	13.6GB	UATA-66	5400rpm	$144.99
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Monitor not included

AMD

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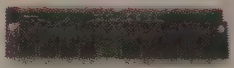

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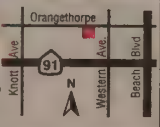

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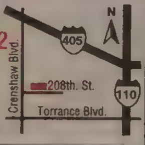

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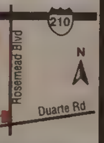

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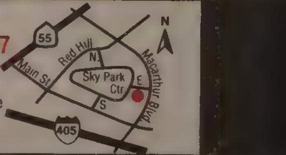

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Celeron 466A 128K PPGA	104.99
Celeron 500A 128K PPGA	149.99
Pentium III 450 512K	189.99
Pentium III 500 512K	239.99
Pentium III 550 512K	394.99
Pentium III 600 512K	599.99

AMD

AMD K6-2-400 3D	54.99
AMD K6-2-450 3D	64.99
AMD K6-3-400 3D	89.99
AMD K6-3-450 3D	149.99
AMD K6-3-500 3D	CALL

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PRINTERS

HEWLETT PACKARD

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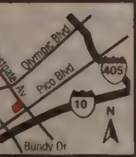

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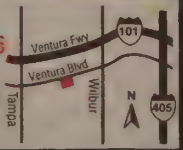

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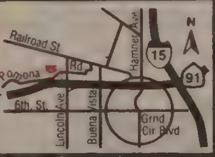

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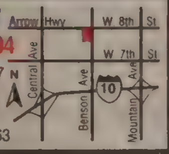

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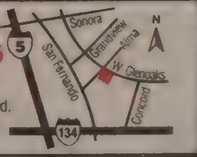

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POV POINT OF VIEW

COME BY AND VISIT THE NEW MICROTIMES.COM

By Stephen Lawton

Have you been to MicroTimes.com lately? With the release of our 200th issue, *MicroTimes* is launching a new Web site with features we believe will become invaluable to you.

In addition to our print content, we are adding several Web-only articles, including a Question & Answer column by Dave Moss, who has been writing Q&A columns in the United Kingdom for seven years. We also are adding a daily news feed from NEWSBYTES News Network, a division of Post-Newsweek Business Information Inc., a national technology news service with 25 correspondents on five continents. Each day we will carry 20 breaking news stories.

Also new is the MicroTimes.com newsletter, a twice-a-month notice to subscribers about what's new in print and on the site. You can sign up to receive this free newsletter by clicking on the newsletter link, or by filling out our readership survey, providing us with your e-mail address, and clicking the newsletter box. Incidentally, it is our policy not to share e-mail addresses — or any information — with advertisers or anyone else. We collect them only to send you the information you request. And if you fill out the readership survey, you can enter our contest to win a $100 U.S. Savings Bond.

We are augmenting our news coverage with several databases. First out the door will be a jobs database through a joint effort of *MicroTimes* and dice.com, one of the largest databases of technology jobs on the Internet. Dice.com has more than 143,000 IT jobs in its database.

Also new to MicroTimes.com is our searchable database of ISPs nationwide. This search engine, co-branded with Portal Opportunities Inc., lets you find a local ISP. We added a technology dictionary, a co-branded database with whatis.com. The dictionary defines more than 2,000 terms and has a variety of quick-reference pages, plus more than 12,000 hyperlinked cross-references between definition topics and other sites for further information.

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Of course, we will keep such features as our listings of the locations of all *MicroTimes* news racks, our publishing schedule, database of advertisers and advertising specifications. **M**

Stephen Lawton

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BPA

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LETTERS

What Will UCITA Really Do?

Editor:

I've read the *MicroTimes* article about the UCITA problem ("Resellers, Users In The Crosshairs," Oct. 5/12); it's a little overwhelming for me. You're telling me that the Big Guys think we do so much damage to their business that they want to squash us "feeble resellers"? My company is at about $4 million a year, and there may be 50 to 150 of us nationwide of that size or bigger. Yes, that does sound like a lot of competition at first, but remember, we sell over 300–500 or more different products from different producers. If you were to add up the total annual sales of all the producers in question on my shelves that I sell, we are talking the National Deficit before the Surplus Years!

So respective to the amount they are going after, is there a bigger motive that we are not realizing? Is there something that we are not seeing that the BSA (Business Software Alliance) is seeing? (And make no mistake, folks, the BSA has the first two letters right, BS!) They are the offspring of a large mixing pot of donors with big-name fathers such as Microsoft, Corel, Novell and IBM. This child was only produced to protect its makers, not smaller software companies unless they fit into their scheme.

I would like to hear your thoughts on the matter a little more. Do I need to turn up my heels and sell all my software and become a carpenter? If this does go through, when will it happen? Which states will oppose it? Will it have immediate penalties or will there be a waiting period for resellers to sell there software in a timely manner so there isn't a loss of profit or worse, a loss of original cost? Also, is there anything I can do to stop it?

Sam Worth

Sam:

Yes, you can do something. You can speak out. Work with other resellers to create a lobbying organization. Send letters — the old-fashioned hardcopy kind, as well as e-mail — to your state and federal representatives. Do what others have done to oppose legislation: Create a grassroots organization and fight it. This isn't on par with protesting a war or fighting for civil rights, but it's your livelihood, and the same basic strategies work: Speak out, organize, sign petitions (elected officials can relate to voter sentiment), and get your voices heard.

Stephen Lawton

Resolution On Digital Camera Resolution

Editor:

Digital cameras are still in their infancy, but I believe you might reconsider the logic you used in your article ("The Digital Camera Is Not A Quality Cure-All," Aug. 11/13). A 35 mm camera with an average zoom lens is capable of 30 to 50 line pairs per millimeter. With a picture size of 24x36 mm, that's a resolution of about 720x1,080 pixels to 1,200x1,800 pixels, or about 2 megapixels. Scanning a printed picture at 8,000 pixels per inch (ppi) that was photographed at 1000ppi does not increase the resolution. Thanks for pointing out that a digital camera pixel is not the same as an LCD pixel.

Vinson Kelley

Vinson:

You state: "A 35 mm camera with an average zoom lens is capable of 30 to 50 line pairs per millimeter. With a picture size of 24x36 mm, that's a resolution of about 720x1,080 pixels to 1,200x1,800 pixels, or about 2 megapixels." No, it isn't — you've missed out a factor of two in both dimensions.

Notice that the figure you quote (which I'll come to later) is 30 to 50 line pairs per millimeter. Each line pair is at least 2 pixels. So your figure should be 1440x2160 pixels to 2400x3600 pixels, which equals 3 million pixels at the low end, or 8 million pixels at the high end.

And 50 line pairs per millimeter from a zoom lens isn't average performance for a 35 mm lens; it's pretty darned poor (in fact, I'd describe such a lens as broken). A decent 35 mm lens will exceed 200 line pairs per millimeter at the center and 130 at the edge (those figures are from a Nikon lens I have here, which is more than 20 years old). Even using the lower-edge resolution in your calculation gives us a pixel count of more than 50 million.

David Morton

Don't Judge Software By Its Cover

Editor:

In Mark Kellner's story "Intel's Barrett Beats The 64-Bit Drum at Forum" (Oct. 12), he quotes Intel President and CEO Craig Barrett as saying: "Having choice is nice, but Microsoft has done a great job of moving technology forward." It is known that Microsoft has brought the networking world such goodies as the easiest system to hack on, easiest to crash, and compared to free systems, expensive. Perhaps what Mr. Kellner was looking for was a box with Microsoft on the cover? I believe that whatever Microsoft does is either extremely hard or extremely easy. Visual Basic is too easy and slow, Visual C is to hard to use if you do not want to deliver products late because a message was caught in your 25 form the wrong way. I hope people stop judging software by their covers.

Walter Watson

Internet Access Not A Civil Right

Editor:

I remember when the Internet was first starting out. There was no talk about the future of the Internet as a civil right. Driving a car is a privilege and not a civil right (though many think it is). There are many who, for one reason or another, are not on or will not be able to get on the Net. The Net is an information highway. Much of that information can still be gotten if you read a newspaper or magazine or watch TV. Why should my taxes be paid to afford somebody the luxury of a porn or Pokémon site?

Washington is a funny place. I watched an episode of the Jay Leno show. He was in Washington, DC, and asked a teacher with her fourth grade class where the Lincoln Memorial was. She had no clue. (She was standing in front of it.) He asked another teacher with a kindergarten class, how many sides does the Pentagon building have? The teacher didn't know. The little boy in his class held up his four fingers and a thumb. There was a researcher who asked

continued on next page ➤

LETTERS

Letters

continued from previous page

some politicians once where the line "We the People" comes from. Most didn't know, and one said from the *Communist Manifesto*.

People in Washington or plain folks just don't know what they should do. Many are too busy focused on their own agenda and really don't care about the big picture. We have no long-term goals — just satisfy the short term until the next problem shows up. I wouldn't be surprised that this report was something to justify someone's job at the U.S. Commerce Department. That's my 10 cents' worth — it used to be 2 cents, but there are taxes to pay.

Russ Black

How To Give An Online Gift

Julie Bort:

I am contacting you in reference to "How To Give A Gift Anyone Can Use" (Oct. 5/12). I am an online retailer interested in enlisting the service of Flooz.com in the online gift certificate industry, and am attempting to do some background search on the company and its services prior to becoming one of their participants.

Would you be able to point me in the right direction in terms of obtaining additional research on their business model, in addition to sources where I can substantiate and validate their service fees and better understand the benefits to be obtained from enlisting their services?

I notice that you have some specific details on the fee structure, and am looking to further clarify some of those details. I am awaiting a marketing package from the company itself, but figure you might have some information that may be of assistance in the meantime.

In addition, we are attempting to validate our entry into the online environment of gift certificates, and are attempting to locate market specific data on this functionality.

Brian A. Traub

Brian:

The best way to get more information is to talk with some of their merchants; all are listed on their site. Surf to the merchant site, get a contact number, then call and ask for the marketing person. That's how I validated them for my article and other research I was doing on the market at the time. I interviewed the owner of Artisiangifts.com.

I got other details about the company's fee structure from a representative of the company. I'm also sure that all of this will be spelled out to you in whatever contract they ask you to sign — so if the marketing materials don't include that, ask them to send you one. As far as how they do for conversion rates, you can ask them for reports on that. There would be no way to independently verify that number, but that's something the other merchants can tell you.

Julie Bort

Getting COBOL, C/C++ Facts Straight

Editor:

Concerning Matt Sajdera's letter to you ("Java Jealousy Exposed," Oct. 5/12) about Peter Ruber's article of Aug. 11/13 ("Java Overcomes Its Growing Pains As It Takes A Foothold"), Mr. Sajdera would be advised to get his facts straight vis-a-vis COBOL and C/C++. If I remember correctly, COBOL has been used, and continues to be used, to write most of the commercial software used by banks and other financial institutions and is used by a lot (most) companies to run their payrolls and/or databases. C is the language of UNIX — UNIX is written in C — and C/C++ is being used to write for the fastest growing operating system on the market today: Linux. Therefore, I fail to see where these two languages are the "throwbacks" he describes.

Barry Torgerson

Useful Networking Info

Martha Young:

I read your article "Ensure You Can Identify Your Users" (Oct 5/12). It is very well done. I am currently taking my fifth networking class at Red Rocks Community College (Lakewood, CO). I am also going to take my test for my Cisco Certified Network Administrator (CCNA) accreditation soon. One thing your article made very clear to me is the changing nature of this business. I think there is no end to the list of acronyms. And you mentioned the releases by the Internet Engineering Task Force. This is all part of the evolution. I just wanted to write and say, good article.

Eric Bell

No Phone Number, No Purchase

Rick Cook:

When I hit an interesting Web site looking for a product to buy or service to obtain for myself or a client, that site is blown off, as is the company, if it does not include a telephone number. I will not waste my time trying to deal with a company that either tries to hide behind anonymity or is just too careless to include a telephone contact. For the same reason, if it is a particularly slow or poorly designed site that does not provide a means to branch to the target area until most of their fancy GIFs have downloaded, I am out of there. They would be better off putting their effort into other means of grabbing customers because a poorly designed site says they don't care about their product in all likelihood, either. I spend an average of five to 10 hours daily searching for products and services for customers. Support is another major item in the mix, and without a phone number to reach a live person, what is the point of expecting quality support? Great article ("Making The Phone Work As Hard As You Do," Oct. 5/12). Keep banging the drums.

J.H. Taylor M

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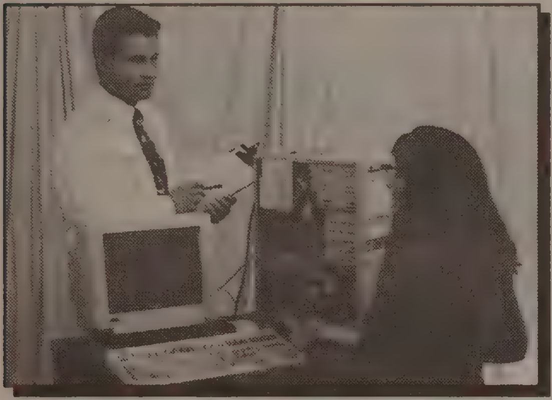

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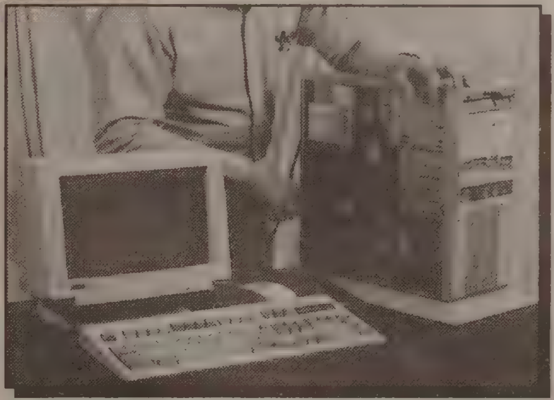

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3Com NOVELL Cisco Powered Network. Microsoft Certified Professional

PCI 10TP Card	9*
PCI 10/100 TP Card	$14*
ISA 10TP & Coax	$15*
PCI 10TP & Coax	$14*
[illegible] Port 10TP w/[illegible] Hub	$25*
[illegible] Port 10TP w/BNC Hub	$29*
16 Port 10TP w/BNC Hub	$79*
56K Ext.USB Modem	$89*

OFFICE CONNECT

4 Port 10TP Hub	$46*
8 Port 10TP Hub	$75*
16 Port 10TP/BNC	$162*

SuperStack 10TP Hub 3Com

12 Port 10 TP	$179*
24 Port 10 TP	$235*

3Com [illegible]

5 Port / 8 Port 100 TX	$58*/89*
5 Port 10/100 TX Dual Speed	$78*
8 Port 10/100 TX Dual Speed	$99*
16 Port 10/100 TX Dual Speed	218*
24 Port 10/100 TX Dual Speed	298*
[illegible] Port 10/100 TX Switch	[illegible]
[illegible] Port 10/100 TX Switch	99*
8 Port 10/100 TX Switch	$149*
16 Port 10/100 TX Switch	$299*
24 Port 10/100 TX Switch	$459*
[illegible] Port 10/100 TX Switch	$599*

3Com OFFICE CONNECT

4 Port 100 TX Hub	$ 88*
8 Port 100 TX Hub	$149*
12 Port 100 TX Hub	$258*
8 Port 10/100 Dual Speed	$308*
16 Port 10/100 Dual Speed	$358*
8 Port 10/100 Auto-Switch	$299*
16 Port 10/100 Auto-Switch	$495*

LINKSYS

FAST 100TX HUB

5 Port 100TX w/Uplink	$75 *
8 Port 100TX w/Uplink	128 *
16 Port 100TX w/Uplink	228 *
24 Port 100TX w/Uplink	348 *

10/100 Auto-Sensing Hub

5 Port 10/100 Dual Speed	$89 *
8 Port 10/100 Dual Speed	138 *
16 Port 10/100 Dual Speed	238 *
24 Port 10/100 Dual Speed	389 *

10/100 Auto-Switch Hub

5 Port 10/100TX SWITCH	118 *
8 Port 10/100TX SWITCH	178 *
12 Port 10/100TX SWITCH	428 *
16 Port 10/100TX SWITCH	538 *
24 Port 10/100TX SWITCH	688 *

intel intel intel

10/100 Auto-Sensing

16 PORT 10/100 (EE-140T)	$405
24 PORT 10/100 (EE-410T)	$545
16 PORT 10/100 (EE-330T)	$595
24 PORT 10/100 (EE-330T)	$745

10/100 Auto-Switch

16 PORT 10/100 (ES-410T)	$ 745
24 PORT 10/100 (ES-410T)	$ 945
16 PORT 10/100 (ES-460T)	$1225
24 PORT 10/100 (ES-460T)	$1415

3Com SuperStack II BaseLine 10/100 Hub

AUTO Sensing 10/100

12 Port 10/100 TP	$ 459*
24 Port 10/100 TP	$ 719*

AUTO SWITCH 10/100

12 Port 10/100 TP	$ 715*
24 Port 10/100 TP	$ 989*

3Com SuperStack II Auto-Switch 630/3300/3900

SWITCH 630 : (Non-Stackable)

24 Port 10/100 Auto-Switch	$1258*

SWITCH 3300 :

12 Port 10/100 Auto Switch	$1099*
24 Port 10/100 Auto Switch	$1699*

SWITCH 3900 :

24 Port 10/100 Auto[illegible]	$[illegible]45*

NETWORK CARD

3Com ETHERLINK w/o Manuals 3Com

3C509-TP Etherlink III ISA 10TP ..	55
3C-19250 USB 10TP (NEW)	63
3C900-Combo PCI 10TP/Coax Combo .	99
3C905B-TX-M PCI 10/100TP w/Remote	99
[illegible]	159
3C515-TX Etherlink [illegible]	155

3Com PCI 10/100 TP $55 (3C905B TX-NM) (Qty > 20)

10/100 SERVER NETWORK CARD

3Com intel 3Com intel

3COM Server PCI 10/100 (3C980BTX)	158
Intel PCI 10/100 + Server Card (PILA8470B)	95
Intel PCI 10/100 Intelligent Card(PILA8480)	309
Intel PCI Gigabit-Fiber 10/100 Server(PWLA8490)	699
3COM PCI Gigabit-Fiber SC 10/100 Server	689

intel

EtherExpress PRO/10

intel EtherExpress PCI 10/100 + $49* PILA8460B (QTY > 20)

LINKSYS PCI 10/100 $29* (CASH ONLY) USB to 10TP -> $55*

WIRELESS NETWORK

ACER

WarpLink Wireless Card For Desktop ..	195
WarpLink [illegible]	[illegible]

FARALLON

Farallon Wireless PCMCIA Card For PC/Mac	339
[illegible]	[illegible]

NETWORK CABLEs/TOOLs

Every 25 Ft RG58A/U Coax Level 5 Cable	8
[illegible]	[illegible]
1000FT Level 5 Plenum Bulk Cable ...	399
Remote Cable Tester For RJ45/RJ11	69
[illegible] Connector / T Connector	0.89 /2
[illegible] / RJ 45 & RJ11 Crimping Tool	[illegible] /29
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12 Port Cat. 5 Patch Panel w/Wall Mount	68
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48 Port Cat. 5 Patch Panel Only	198
96 Port Cat. 5 Patch Panel Only	368
19" Hinged Wall Mount Brackets	59
3FT Cat 5 Patch Cable	2.99

DIGIBOARD

Acceleport 2R-920-PCI 2-Port	195*
Acceleport 4R 920-PCI 4 Port	508*
Acceleport 8R 920-PCI 8 Port	575*
Acceleport 8EM PCI w/DB25M Concentrator	625*
Acceleport 16EM PCI w/DB25M Concentrator	848*

* CASH Discount Price -while Supplies Last !!

NETWORK 100 TX HUB

Cisco Powered Network

24 Port 10/100 TX Switch (2924XL)	$1598
24 Port 10/100 TX Switch (2924XL-EN)	$2248

NETWORK ROUTER

ASCEND BUILT-IN VPN [illegible] FIREWALL Software

Pipeline 50 Router Base No NT1	478*
Pipeline 75 Bridge Router No NT1	538*
Pipeline 85 ISDN Router w/ 4 Port Hub .	605*
Pipeline [illegible] w/1 DDS 56 & 1 ISDN-BRI	1189*
[illegible]	1252*
Pipeline 2[illegible] v.35 / T1 Router w/2 10TP .	1868*
[illegible] Port	899*
DSL Pipe For SDSL w/1-SDSL, 4-Enet,(DSL-HS)	1099*
DSL Pipe For SDSL w/1-SDSL, 4-Enet (DSL-HST)	899*
DSL Pipe For SDSL w/2-SDSL, 1-Enet,(DSL-2S)	1299*
DSL Pipe [illegible] DMT	799*

ADTRAN

Adtran [illegible] CSU/DSU for T1/Frac. T1	455*
Adtran [illegible] T1 CSU/DSU for T1/Frac. T1	695*
Adtran [illegible] CSU/DSU	3475

Cisco Systems Cisco Powered Network

Cisco 762 Enet / ISDN BRI / NT1 (IP only)	508*
Cisco 765 Enet / ISDN & 2 Pots	548*
Cisco 766 ISDN BRI / NT1 & 2 Pots	548*
Cisco 1600 IP / IPX / Apple Talk Plus (SW)	699*
Cisco 1601-R Enet / Serial Modular	1138*
Cisco 1602-R Enet/56K DSU Modular .	1278*
Cisco 1605-R 2 Enet / 1 Wan	1155*
[illegible]	1129*
Cisco 2501 Enet / Dual Serial	1658*
Cisco 2503 Enet / Dual Serial / 1 ISDN	2189*
Cisco 2514 2 Enet / Dual Serial	1948*
Cisco 2600 1 ENET w/ 2 Wan	1698*
Cisco 2611 2 ENET w/ 2 Wan	2128*
Cisco 2620 1 10/100 / 2 Wan Interface	1755*

WebRamp

For Cable Modem or SDSL / ADSL Modem

700S ENET to ENET w/Firewall 5 User	469
700S ENET to ENET w/Firewall- [illegible]	829
700S ENET to ENET w/Firewall- [illegible]	1339

NETWORK INTERNET ROUTER

Bay Networks NETGEAR

ISDN Router /2 Port NT1 U (RT328)	299*
ISDN Router/4 Port HUB (RH348)	318*
[illegible] Router / 4 Port (RM356) ..	399*

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Internet Station	368*
E Mail Station	675*
ISDN [illegible]	598*

NETOPIA

ADSL Router 12 User (R9100C12)	538
ADSL Router Unlimited User (R9100)	538
R2121 w/Dual Analog + Serial (R2121)	595
R3100 U-12 ISDN -U 12 User	495
R3100 12 ISDL 12 User	495

WebRamp

200i [illegible] 56K Modem	348
[illegible] 3 Port Analog Router [illegible] VPN	4[illegible]
310E Enet w/ Ext [illegible]	688
500 SDSL Router W/4 POrt 10TP(540)	558

NETWORK SOFTWARE

Microsoft Cash

NT Server 4.0 Competitive Upg w 5 /10 User	285	395
NT Server 4.0 Competitive Upg w 25 User		639
MS Window 98 / Win NT Workstation(OEM)	99	/ 139
Win NT Server V4.0 with User /10 User (OEM)	499	/659
MS BackOffice Small Business V4.5 25 User (OEM)		1899
MS Office Professional 2000 (OEM)		299

* All Microsoft OEM Softwares need to sell with Hard Drives or systems*

NT Server V4.0 w/ 5 User /10 User	759 / 999
NT Server V4.0 w/ 25 User	1489
NT Server V4.0 20 User License Only	599
BackOffice Small Business Competive Upg w/5 User	829
BackOffice Small Business w/5 User Lic.	1379
BackOffice Small Business w/25 User Lic.	2299
BackOffice Server V4.5 Competive Upg w/5 User	2399

LANtastic Artisoft

i.Share V3.5 3 User / 10 User	98 /198
XtraMail V1.0 For Win 95 / Win NT	288 /349

NOVELL

Netware 3.2 5 / 10 / 25 Users	185 / 2295 / 3895
Netware 3.2 Enhanced Pack (From 3.12)	345 (Cash)
Netware v4.11 10 User Additive License	1359
Netware v4.11 25 / 50 Users Additive Lic.	2899/4699
Netware 4.2 or v5.0 Server Plus 5 User	1[illegible]
Netware v5.0 5 / 10 Users Additive Lic.	925 /1325
Netware v5.0 25 / 50 Users Additive Lic.	2889/4899
Upg to Netware 5.0- 5 User -CD Rom	639
Upg to Netware 5.0 Additive Lic: 5 /10 User	[illegible] /699

NETWORK UPS SYSTEM

APC *Cash $

Smart UPS 700 NET w/Software ..	359*
Smart UPS 1000 NET w/Software .	475*
Smart UPS 1400 NET w/Software .	625*
Smart UPS 2200 NET w/Software .	878*
Smart UPS 3000 NET w/Software ..	1445*

TRIPP LITE *Cash $

SmartPro 450 NET UPS Lan	235*
SmartPro 700 NET UPS Lan	295*
SmartPro 1050 NET UPS Lan	425*

NETWORK NOTEBOOK

PCMCIA Network/ Modem Card Cash $

Etherlink IIID PCMCIA 10 TP ...	125
PCMCIA 10TP&Coax	168
PCMCIA 10TP + 33.6 Modem ..	198
PCMCIA 10TP & Coax+33.6 Modem	219
PCMCIA 10/100 TP (16 Bit)	128*
PCMCIA 10/100 TP (CardBus) ...	148*
PCMCIA 10/100 TP+56K Modem	238*
PCMCIA 56K WinModem	159
PCMCIA 56K Modem ...	239
PCMICA ISDN Modem .	339
Addtron Pocket Ethernet Coax & 10TP ..	109
KingMax PCMCIA 10TP & Coax Combo	55
PCMCIA 56K V.90 Modem	69
MCS PCMCIA 10TP & Coax	49
MCS PCMCIA 10/100 TP CardBus ...	88
Netopia ISDN PCMCIA Card	495

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PCMCIA [illegible] (16 Bit)	38
PCMCIA 10/100TP (32 Bit)	148
PCMCIA 10/100TP+56K	298

Xircom

PCMCIA 56K Fax Modem(Cellular)	218
PCMCIA 10 TP+33.6K	199
PCMCIA 10TP & Coax+33.6	258
PCMCIA 10/100TP (16 Bit)	158
PCMCIA 10/100TP(CardBus)	158
PCMCIA 10/100TP + 56K	328
RealPort PCMCIA 10/100	145
RealPort PCMCIA 10/100+56K	298

LINKSYS

PCMCIA 10/100 TP (16 Bit)	79
PCMCIA 10/100 TP (32 Bit)	85
PCMCIA 10/100 TP + 56K	199

SERVER HARD DRIVE

IBM U2W SCSI *Cash

4.5 GB U2W SCSI- 7200 RPM-DRS-34560UL ...	199*
9.1 GB U2W- 2MB, 7200RPM-DNES309170UL	248*
18 GB U2W -2MB 7200 RPM-DNES318350UL	469*
18 GB U2W- 2MB, 10000 RPM-DMVS-18LZXU	739*
36 GB U2W- 4MB 7200 RPM-DRHS36XPUL	928*
36 GB U2W- 2MB, 10000 RPM	1148*

Seagate UW/U2W SCSI

9.1 GB UW SCSI (7200 RPM) (ST39140W)	219*
4.5 GB U2W -512K, 7200 RPM-ST34573LW	259*
9.1GB U2W -1MB, 7200 RPM -ST39175LW	339*
18.2 GB U2W -7200 RPM-ST118275LW	539*
36.4 GB U2W -7200 RPM-ST136475LW	1299*
36.4 GB U2W -10 000 RPM ST136403LW	1595*

Quantum U2W SCSI Cash

9.1 GB U2W-7200 RPM-QTKN309100LW	299*
18 GB U2W-10000 RPM-QTTN318200LW	799*
36 GB U2W-10000 RPM-QTTN336400LW	1399*

SCSI CONTROLLER

adaptec Cash

2910-PCI SCSI Card For CDR/CDRW/ZIP	88*
2940UW-Ultra Wide PCI SCSI Card Only ...	199*
2930U2 Ultra 2 Wide PCI SCSI Card Only .	179*
2940U2W Ultra 2 Wide PCI SCSI Card Only	239*
AVA-1505-Kit ISA Ext -Zip/Scanner/CD/CDR	54*
AVA-2906-Kit PCI Ext -Zip/Scanner/CD/CDR	64*
AHA-2930U-Kit PCI SCSI Win95/NT	95*
AHA29302 Kit PCI U2W SCSI For Entry WK	272*
AHA2940U2W Kit PCI Ultra 2 Wide SCSI Kit .	345*
AHA-8920 PCI Firewire Kit	248*
AHA-8945 UW SCSI 3 Kit PCI Firewire ...	545*

U2 SCSI RAID CTRL

ARO-1130 U2 Kit RAIDPORT [illegible] Motherboard	278*
AAA 131 SA Kit PCI U2 SCSI RAID	438*
AAA 133 Kit PCI U2 SCSI RAID	699*
APA-1460D-2[illegible] Notebook SCSI- All SCSI Devices	3[illegible]*
APA-1480A-2[illegible] Notebook [illegible] -Removable Dr.	[illegible]*

NETWORK PRINT SERVER

HEWLETT PACKARD Cash

JetDirect [illegible]X Ext 10TP 1 Port -25 Pins Parallel	149*
Office Connect 300X - 10/100 TP	239*
JetDirect 300X Ext 10/100 10TP (J3263A)	259*
JetDirect 600N Int 10TP LaserJet 4000/5000	259*
JetDirect 10 Base-T Int MIO	319*
JetDirect EX Plus(J2591A) BNC & TP Ext ...	229*
JetDirect EX Plus 3 BNC & TP (3 Printers) ...	329*
JetDirect 500X External 10/100 TP (3 Printers)	329*
JetDirect 10/100 10TP (J2556B) Int.	399*
JetDirect 600N Int 10/100 TP (J3113A)	329*

intel Connects up to 3 Printers

NetPort Express Internal 10 TP & BNC ...	199
NetPortExpress PRO Ext 10TP for 1 Printer	169
NetPortExpress PRO 100 Ext for 1 Printer	239
NetPortExpress PRO/100 Ext for 3 Printer	299

LINKSYS

Ethernet 10TP & Coax for 1 Printer . .	159*
Ethernet 10/100 for 1 Printer	115*
Ethernet 10/100 for 3 Printer	159*

NETWORK BACKUP

CHEYENNE

ArcServe Solo Back Up 1 User Novell .	14
ArcServe Netware v6.1-Server & Unlimited wk	37
ArcServe Netware v6.1 10 Users	23
ArcServe-Netware v6.1 & 25 User Wk.	42
ArcServe-Netware v6.1 Enterprise ...	99
ArcServe Solo Back Up Win 95	12
ArcServe Win NT v6.5 Workstation ...	8
ArcServe-Win NT v6.5 Single Server	37
ArcServe-Win NT v6.5 Enterprise	68

Seagate Back Up Software *Cash

Backup Windows 98 ...	69*
Backup Novell Server & 25 Users	389*
Backup-Novell Server & Utld Users ...	499*
Backup-Novell - Multi Servers	999*
Backup Novell -Disaster Recovery .	389*
Backup-Windows NT Workstation	95*
Backup Windows NT Server v7.3	446*
Backup Win NT Disaster Recovery .	389*
Backup BackOffice Small Business Server	429*
Backup-NT Multi-Server v7.2	1199*
Backup-NT EXCHANGE Server	599*
Backup-NT BackOffice Single-Server	1299*
Backup-NT BackOffice Multi-Server ..	1699*

HEWLETT PACKARD Tape Drive

	Int /Ext
Colorado 8 GB IDE w/o Tape	239 / 27
Colorado 14 GB IDE w/o Tape	289 / 33
Colorado 20 GB IDE w/o Tape	449 / 50
8 GB DAT DDS SCSI (C1599A)	689 /119
SureStore 35/70 GB SCSI DLT7000	5799 /599

Quantum · DLT

40 GB SCSI DLT4000 Ext. Single Ended	2289
70 GB SCSI DLT7000 Ext. Single Ended	5289

OnStream Digital Tape Drive

	Int /Ext
30 GB EIDE w/Software	298* / 398*
30 GB SCSI w/Software	498 * / ---
30 GB SCSI w/BackUp Exec SW	698* / ---
50 GB SCSI w/Software	698 * / ---
50 GB SCSI w/BackUp Exec SW	848* / ---

Seagate DDS2 DDS3

	Int /Ext
TapeStor 8GB IDE SCSI TR4 w/SW Tape	289 /379
TapeStor 20GB IDE /SCSI TR5 w/SW Tape	595 /—
8GB SCSI DAT DDS-2 5.25"	899/ 999
24GB SCSI DAT DDS-3 5.25"	1299 /1399

Sony - FAST DDS4/AIT

40GB SCSI DAT Int.(SDT-10000/BM) ...	1245
40GB SCSI DAT Ext. (SDT-S10000/ME)	1375
50GB SCSI AIT Int (SDX-300C/BM)	2199
50GB SCSI AIT Ext. (SDX-S300/BM)	2599
192GB SCSI DAT Ext Auto-Loader (TSL S9000L/BM)	3099
[illegible] SCSI [illegible] Auto-Loader (TSL SA300C/LB)	[illegible]

Keyboard/Video/Monitor OFFICE PC SWITCHES

KVM Office PC Server Keyboard - Video - Mouse LINKSYS

2-Port Keyboard/Video Monitor Switch	119*
4-Port Keyboard/Video Monitor Switch	159*
8-Port Keyboard/Video Monitor Switch	349*
6FT PS/2 Cable Kit or AT Cable Kit ...	29*
10FT PS/2 Cable Kit or AT Cable Kit ...	39*

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NOVELL/WIN NT FILE SERVER

! YEAR 2000 COMPLIANT SERVERS !

IDE Server

- 64MB, 3.5" FD, 45X CD Rom
- 6.4 GB EIDE HD
- AGP Super VGA Card w/4MB
- 3COM PCI 10/100 Network Card
- Mouse, Keyboard, Tower Case
- Software, Monitor are Optional

$659 IDE SERVER Pentium 233 MMX

Pentium II-400 MHz	$829
Pentium 3-450 MHz	$879
Pentium 3-500 MHz	$999
Pentium 3-550 MHz	$1299
Pentium 3-600 MHz	$1499

[illegible]

SCSI Server

- 64MB, 3.5" FD, 45X CD Rom
- Adaptec 2940 Ultra Wide SCSI
- 4.5 GB Ultra Wide SCSI HD
- AGP SVGA w/4MB
- 3COM PCI 10/100 Network Card
- Mouse, Keyboard, Tower Case
- Software & Monitor are Optional

$1159 SCSI SERVER Pentium 233 MMX

Pentium II-400 MHz	$1329
Pentium 3-450 MHz	$1379
Pentium 3-500 MHz	$1499
Pentium 3-550 MHz	$1799
Pentium 3-600 MHz	$1999
Upgrd. to 128MB/256MB	$179/$499 Add.
Upgrd. to 9GB UW SCSI HD	$189 Add.
SVGA Monitor 15"/17"	$139/219 Add.

NOVELL 3Com Designed for Microsoft Windows NT intel inside pentium-!!!

ENTERPRISE U2 SCSI DUAL Processors Server

Dual P-3 Server

YEAR 2000 COMPLIANT Server !

- Dual Pentium II/III MB w/DUAL CPUs
- 256 MB SDRAM-100 Mhz, 3.5" FD,
- Built-In U2W SCSI Card
- 4.5 GB U2W SCSI HD-7200 rpm
- 45X CD Rom, AGP SVGA w/4MB
- Intel 10/100 Network Card
- Mouse, Keyboard, Tower Case

$2698 DUAL Pentium 3-450 MHz

Dual P 3-500 Mhz	$199 Add.
Dual P 3-550 Mhz	$799 Add.
Upgrd. to 512MB	$899 Add.
Upgrd. to 9GB U2W SCSI HD-7200 rpm	$189 Add.
Upgrd. to RAID U2W SCSI CTRL	$438 Add.

NT SCSI SERVER P3-450Mhz

NT SERVER INSTALLED $2399 # M4558

- Intel Pentium III-450 Mhz w/ 512K
- Intel ESG (L440GX) Server [illegible]
- 128 MB SDRAM-100 Mhz Teac 3.5" FD
- IBM 9.1 GB LVD/U2 SCSI Hard Drive
- 48X CD Rom, Tower Case w/300W PS
- 5 X 1" hot-swap SCA LVD/U2
- U2W SCSI integrated, 2MB graphics integrated
- Intel 82559 server NIC Integrated
- Microsoft Mouse, Keyboard
- Microsoft Win NT Server w/5 access License

WIN NT RAID SERVER P3-500 Mhz

NT SERVER INSTALLED $4399 # M5055

- Intel Pentium III 500 Mhz 512K
- Intel ESG (L440GX) Server
- 128MB SDRAM-100 Mhz
- U2W SCSI integrated
- 2MB graphics integrated Teac 3.5" FD
- (3) IBM 9.1 GB LVD/U2 SCSI Hard Drive
- 48X CD Rom, Tower Case w/dual 300W PS
- 5 X 1" hot-swap SCA LVD/U2
- RAID level 1,3,5 or 50
- Intel 10/100 server NIC Integrated
- Microsoft Mouse, Keyboard
- Microsoft Win NT Server w/5 access License

SERVER DAT BACKUP

FAST SCSI DAT Tape Back Up

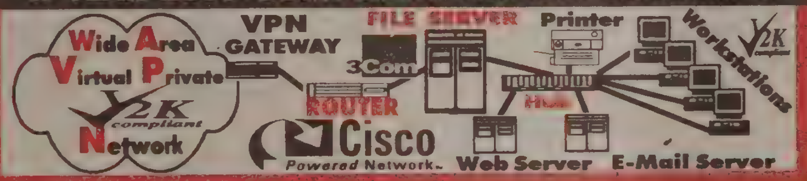
Internal Tape Drive -DDS3/DDS4

12/24 GB DAT SCSI II C1554A (DDS-3) **$899***

20/40 GB DAT DDS-4 U SCSI / U2 SCSI (C5685A) 10 GB/Hr. **$1299***

ON-SITE SERVICES/CABLING/CUSTOMIZED SERVER

!! YEAR 2000 COMPLIANT Network Solutions !!



Novell/WIN 98 OFFICE WORKSTATIONS

! YEAR 2000 COMPLIANT Ready !

$529* AMD K62-450

K62-500 (3D)	$699
K63-400 (3D)	$629
K63-450 (3D)	$689

$589* Intel Celeron 433

Intel Celeron 466	$659
Intel Celeron 500	$799

3.5" Floppy Drive
32MB, 6.5 GB HD
AGP SVGA Card w/8MB
PCI 10/100TX Network Card
Mouse, Keyboard, Case

$599* Intel P-II 400 Mhz

Pentium 3-450	$669
Pentium 3-500	$799
Pentium 3-550	$1099
Pentium 3-600	$1299
Upg. to 64MB/128MB	99/199 Add
Upg. to 6.4GB/8.4GB	29/49 Add
45X CD Rom or 56K Modem	49
Creative Lab Sound Card	49
14"/15"/17" Monitor	119/189/219

AMD K6 III 3DNow! Designed for Microsoft Windows 98 intel inside celeron Y2K compliant

ENTERPRISE P-II / P-III NETSERVER

E60 P2-400 w/64 MB, No-HD (D7140A)	$1358*
E60 P2-400 w/64 MB, 9.2 GB (D7141T)	$1668*
E60 P2-400 w/64 MB, 9.2 GB, Tape (D7142T)	$2088*
E60 P2-450 w/64 MB, No-HD (D7144A)	$1598*
E60 P2-450 w/64 MB, 9.2 GB (D7145T)	$1978*
E60 P2-450 w/64 MB, 9.2GB, Tape (D7146T)	$2358*
E60 P3-500 w/64 MB, No-HD (D7148A)	$1898*
E60 P3-550 w/64 MB, No-HD (D9123A)	$2058*
LC3 P2-500 w/64 MB, 24X, NO-HD (D7126A)	$2098*
LC3 P3-550 w/64 MB, 24X, NO-HD (D8591A)	$2538*

Microsoft msn.

Monitor IS OPTION

AMD K62-400 $199* M4032 While Supplies Last Price is after $400 MSN Mail-In Rebate

- AMD K6-2 400 Mhz
- M4022 System Board
- 8 MB Graphics Integrated
- [illegible] Integrated
- 2 USB Port Integrated
- 4.3 GB Hard Drive
- 64 MB SDRAM
- 48X CD-ROM
- 3.5" Teac Floppy Drive
- [illegible] Modem
- Keyboard & Mouse
- 160 Watts Speaker
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- Corel WordPerfect 8
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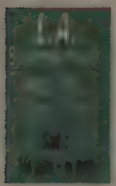

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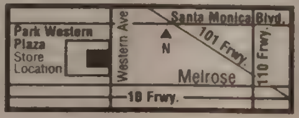

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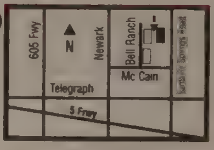
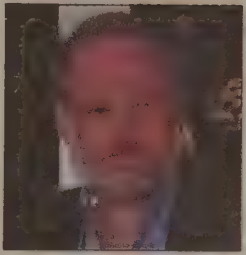


CATS Puts The Bite On Freight Theft



By Chris Barnett

MIAMI — The biggest air cargo conference in the Northern Hemisphere was a carnival of drummers and strategically plumed Brazilian samba dancers, hips gyrating at Mach II. It made technology trade shows seem funereal in comparison.

Despite the loose atmosphere, one subject was verboten among the shippers, airlines and freight forwarders wheeling, dealing, schmoozing, sipping and noshing in the exhibit hall. And the conference program itself gave it short shrift. The topic? Cargo theft.

Hardly a word was spoken about the epidemic of pilfered and hijacked computers, components, cell phones and other high-tech gear. The omission was odd, but not surprising. Cargo crime losses in Miami, gateway to Latin America, are neck-and-neck with freight stolen in Los Angeles–Long Beach and New York–Newark — the other points on what lawmen here call the "Devil's Triangle." But in Miami, cargo criminals are vicious and organized.

"These guys aren't afraid of being busted for stealing computers," says Lt. Ed Petow, who works for the Miami-Dade Police Department and heads Tom CATS (Cargo Criminal Apprehension Team), a squad of local and state cops and federal agents in South Florida who jointly work major cargo theft cases.

Petrow says many of the crooks are "ex-narcotics traffickers who made a career change because stealing cargo is often treated as a property crime with lenient sentencing. Drug smuggling has stiff mandatory federal sentencing guidelines that will put them away for years."

Petow's counterpart in Southern California, Lt. Joe Lista of the Los Angeles County Sheriff's Department and head of Cargo CATS, a similar multijurisdictional cargo crime-fighting squad, is so busy these days that the department has to publish a monthly recap of freight crime capers. (See "CATS Sheet," page 33). One investigator on the eight-man Cargo CATS said, "there are select groups of individuals targeting high-technology companies, but we see that expanding."

HARD DRIVES: HARD CURRENCY

The CATS investigator, who asked not to be identified, says the prime currency today is hard drives. Monitors, keyboards, even chips are farther down the hit list, he says, but hard drives have a good value-to-size ratio and are easily interchangeable with different brand names to drive their value on the black and gray markets through the roof.

"We don't even classify these crooks as cargo thieves. We call them 'marauders,'" he explains. "They will sit outside a hard-drive manufacturing plant and wait for a bobtail [a smaller truck] to leave and will follow it in a white van, usually with

continued on next page ➤

EXECUTIVE News Briefs

LET'S DO LAUNCH — Rod Schrock, left, CEO of AltaVista, launches the AltaVista network in New York in October, complete with the new AltaVista Live!, AltaVista Search, and AltaVista Shopping.com. Singer Lauryn Hill was on hand to accept a donation of $100,000 to her refugee project, a program founded by Hill to inspire and foster the values of faith, excellence, service, knowledge, wisdom, determination and strength in disadvantaged youths. AltaVista donated 500 computers to schoolchildren from New York City's District 5. (Wagner International photo via FPS)

■ Israel Pins Cybercrime On Blind Arab Brothers

JERUSALEM — Three blind Arab brothers tapped into Israeli army telephone lines and enabled Palestinians in the West Bank and Gaza to call overseas at the military's expense, an Israeli prosecutor says. Using Braille keyboards, Munther Badir, 22, Muzhir Badir, 23, and their younger brother, a minor who cannot be identified, committed 42 counts of computer fraud, prosecutor Doron Porat told Reuters. (Reuters)

Washington Watch

continued from previous page

the windows blackened or obscured. At the first stop sign or traffic jam, they will pull up behind the truck, four or five men pile out, cut open the back door, and all of them grab as much as they can, as quickly as they can."

The investigator claims the truck driver is either usually unaware of the theft or "too scared" to do anything about it. Only rarely is a driver a willing co-conspirator, at least in California.

5 GUYS AND A MINIVAN

The crime is an unsophisticated one, and the criminals "are simply opportunists," Lista says. "Usually, they are not armed because they know penalties are much stiffer if they're caught. And they all operate the same way: minivan, five guys, snatch and run."

If the thieves are able to rob a truck full of hard drives, "they will have scored big time today," the CATS investigator says. "These are very marketable items today because they can be sold at way below wholesale and everyone can mark them up and pass them along — sometimes three or four times within a week after they're stolen."

Where the hard drives end up is anyone's guess. Eastern or Western Europe and the small mom-and-pop computer retailers and resellers in Northern and Southern California are likely final destinations.

The problem, Lista says, is the lack of "any standardized reporting" on who is victimized. Some manufacturers report losses, others are tight-lipped and afraid to file reports because they fear their insurance rates will skyrocket. But Northern and Southern California is Action Central for the hard-drive crooks "because most of the manufacturing is here," the investigator says.

And since many of the hard drives are fenced here, lawmen are more likely to raid and sting retailers looking for stolen merchandise.

The most unforgettable case actually started with an armed hijacking in Dublin, CA, of $5 million worth of computer hard drives (the CATS investigator will not divulge the brand name or the manufacturer).

"Within a month," the investigator recalls, "we were recovering $800,000 worth of drives in retail stores in Southern California — they move that fast and in such large quantities."

Retailers who bought the drives from a fence howled that they had been victimized and worried that the value of the drives would plummet while the case was being worked, saddling them with even greater losses. Some retailers filed civil suits, Lista says, but most settled to avoid tying up inventory capital.

Instead of complaining after the police arrest their sources of stolen goods, retailers and resellers should curb the greed and the urge to splurge on large loads of cheap computer components, unless they're dealing directly with the manufacturer or wholesalers they trust. Even then, they should match serial numbers and other ID with the manufacturer to make sure the merchandise isn't stolen.

What else can computer retailers, resellers and consignees do to secure their assets and inventories against this wave of cargo thievery? Batten down every hatch, analyze every exposure.

A good first step is to use only those transportation vendors — airlines, trucks, ships, railroads, forwarders, customs agents, consolidators — who invest in security and monitor every link in the supply chain.

Antillas Air, which operates jet freighters from New York and Miami daily to the Caribbean and Central America and hauls lots computers and components, sends an armed escort on every shipment to and from its warehouse and the airport, says Mercy Argueller, sales manager in Miami. "As a result, we have very, very few problems except from some occasional pilferage."

UNDER WRAPS

The company stations armed uniformed guards in its warehouses to keep a eye on employees and buttress a system of cameras and other security devices designed by a special cargo security company. The guards are not paunchy, minimum wage rent-a-cops, either, Argueller insists. Antillas uses Arrow Cargo Services of Miami, a freight-savvy firm.

Other security strategies the company uses for all high-value merchandise include shrink-wrapping the shipping pallet with dark, nontransparent material, which is then further wrapped in steel bands. Shipping waybills and other transportation paperwork omits specific description of the contents.

"We might call it 'communications material,' but we describe nothing in detail," she says. "We don't want to call attention to any shipment."

But that's just the start of what high-tech shippers, transporters and retailers who buy hard

EXECUTIVE News Briefs

24/7 Unveils Ad Delivery System, Sees Patent Soon

Online advertising company 24/7 Media introduced a system for online ad delivery and management to compete with rival software from DoubleClick Inc. and AdForce Inc., and said it is in the process of receiving a patent on the technology. The product, 24/7 Connect, combines an advanced system for delivering ads to Web sites with a suite of tools for managing and targeting advertising to reach specific audiences. The company says it should be available later this year. (Reuters)

India Software Firms Set Shopping Spree

NEW DELHI, India — India's software companies, once criticized as "body shops" because of the fast buck they made from cheaply available programmers, have reversed the trend and are ready to shop now for overseas firms, industry officials say. "We believe in the next two years, Indian companies will acquire at least $3.0 billion worth companies in the world," Dewang Mehta, president of the National Association of Software and Service Companies told a news conference. (Reuters)

Europe's First Internet Home Goes On Sale In England

LONDON — Europe's first Internet home, so technologically advanced you can run it from another country, went on sale. The house, in Watford on the outskirts of London, is being offered by developers for $825,000. In the Internet home, inhabitants can switch on the kettle without moving to the kitchen, turn up the heating, turn on the garden sprinklers — all by remote control. (Reuters)

EXECUTIVE

News Briefs

HOW ABOUT THAT? — About.com CEO Scott Kurnit, left, and TV host Star Jones compare notes on the proper care and feeding of birds at the Red Ball: The Internet's First Global Block Party in October in Las Vegas. Thousands of Net fans gathered at the 24-hour celebration of the faces behind the Web. Jones joined personalities such as Kathy Najimy and Christopher Buckley in a series of offline "Power Chats" about the Net. Hundreds of About.com's guides — authorities on subjects as diverse as Southern cooking, pregnancy and birding — gave demonstrations and led discussions. About.com's 650 guides help people find information quickly and easily.

■ Chip Firms Join Equipment Makers In SCALPEL Link

VELDHOVEN, Netherlands — A group of the world's leading chipmakers and semiconductor equipment makers will team up to accelerate the development of next-generation SCALPEL semiconductor technology, the companies say. Equipment makers ASM Lithography and Applied Materials announced their intention to cooperate with SCALPEL developer Lucent Technologies. (Reuters)

drives, computer chips and other costly components can do to discourage theft. Keith Prager, who retired as assistant special agent in charge of U.S. Customs in Miami and is now managing director of investigations for Amsec International, a risk management and security consulting company here, has other firing-line advice.

"Any time something this valuable is sitting in a warehouse, you have potential problems," Prager says. "Would you put a million dollars' cash in the trunk of your car and leave it overnight in a parking garage? Same thing."

Do deep background checks on any employee with proximity to precious and easily resellable goods, he says. Don't just check arrest records; they can be expunged or altered.

"Do a credit check on the individual. You don't want to entrust a million dollars or more worth of merchandise to someone who owes a million dollars." One tip: check to see if job candidates have unsatisfied court judgments against them.

Too many employers, especially in the young, fast-moving, collegial, flat-hierarchical computer industry in California, tend to hire based on personality traits. But Prager warns, "the person may be fun to go to a ballgame with, but you don't know who his friends are."

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CATS SHEET

Vanishing freight is a plague on the mean streets of Southern California. But Cargo CATS, a low-profile, often-undercover squad of cops from a half-dozen law enforcement agencies, is collaring crooks and recovering stolen goods. The squad made 63 arrests, got 12 convictions and recovered $10.5 million worth of goods through Sept. 30, the date of the latest stats from its monthly recap sheet.

CATS won't name victimized companies, suspects or transport companies involved unless they get a conviction. But here are some highlights from the recap.

- A patrolman with the Ontario, CA, Police Department spotted a stolen truck trailer sitting in a vacant lot loaded with commercial-grade copier machines. The trailer was stolen 10 days earlier, loaded with cookware, from the city of Anaheim. Ten days before that, Anaheim lost a load of reconditioned copiers. The police scrubbed a daylong stakeout at nightfall, and $85,000 worth of copiers were returned. No suspects were arrested. Lesson: Booty can be office equipment other than computers.

- In August, CATS arrested three men and recovered a trailerload of computer monitors and bed comforters. They unearthed 46 cartons of stolen shoes. Lesson: Freight thieves don't always target technology; they go for anything they can quickly fence.

- A tractor-trailer rig, loaded with Nintendo Game Boy games, had been stolen from a truck yard in Fontana, but a global tracking system was attached to the tractor. CATS officers found the abandoned tractor. They searched and spotted the trailer with new padlocks sitting next to a stolen Ryder rental truck. A stakeout produced no arrests, so the cops released the trailer and merchandise to the victim. An inventory found 15 cases missing but most of the load intact. Recovery: $1.2 million. Lesson: New GPS tracking devices are a smart investment for shippers and truckers.

- A private eye working for an insurance company called CATS to report two trailer loads of VCRs stolen at city of Fontana. He also found a man selling the equipment, with the same serial numbers, on the Internet. A sting was arranged. When the buy was made, the man "was very cooperative and agreed to assist in the investigation," CATS reported. No arrest was made. VCRs worth $7,200 were recovered. Lesson: Computer and electronic gear sold online by individuals could be hot, and buyers leave themselves open to charges of receiving stolen property.

- A Port of Los Angeles warehouse worker flagged down a port policeman, pointed to a passing truck hauling an ocean container, and said it was stolen. The officer gave chase, pulled over the driver and asked for shipping documentation. The driver dashed into an apartment; the officer followed and arrested him. The container was filled with laser printers. The district attorney filled grand theft property and grand theft vehicle charges against the driver. Printer values were not disclosed, but a source says it was "well over" a couple million dollars. Lesson: If you ship, you're at risk. Invest in security gear and strategy to protect your assets.

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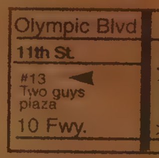

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EXECUTIVE News Briefs

■ Building Sites Launch 'Bricks And Clicks' Online

A growing number of Internet-based companies are racing to turn bricks-and-mortar builders into "bricks-and-clicks," as many announce plans for Internet-based construction services. Construction is one of the biggest U.S. industries. Materials for the industry cost an estimated $400 billion, but the building business is highly fragmented and prone to delays and inefficiencies. E-commerce entrepreneurs say the time is ripe for software that manages the process and handles project bidding and purchases. (Reuters)

■ Judges Question Rules On High-Speed Internet Access

Federal appellate judges hearing a case on the future of high-speed Internet access focused on whether AT&T Corp.'s version should be regulated as telecommunications rather than a cable service. Questions by two members of the three-judge appeals panel suggested they were considering a ruling that would eliminate the ability of Portland, OR, and other municipalities to require that AT&T open its high-speed cables to rival Internet service providers such as America Online Inc. Similar issues currently are being debated in San Francisco, where AT&T owns the TCI cable system. (Reuters)

■ AOL Invests $30 Million In Blockbuster Web Business

America Online Inc. is investing $30 million in the online business of video rental and sales chain Blockbuster Inc. as part a multi-year strategic alliance, the companies say. The equity investment in Blockbuster.com will be used to jointly develop broadband programming and delivery, they say. (Reuters)

Washington Watch

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Prager's advice could sound like it's intended to generate clients. The lawman, with 28 years' experience on the streets, underscores that "everyone has a dark side. Everyone." Entrusting high-dollar cargoes or goods to an employee who might be cash-strapped — because of a divorce, an illness, credit card debt, a huge mortgage or tuition payments — without doing some homework is a foolish risk.

"I grew up in Brooklyn, and I hate to think the whole world trusts people like I do. But I've learned that trust is to be earned, not just granted," he says. "Check first, trust later." What does a background check cost? While he isn't thrilled to quote a price, Prager eventually says $50 to $150 per person is a good range.

THE TRAIL GOES COLD

Prager advises any computer manufacturer or retailer that experiences a theft to "report it immediately, because the trail quickly goes cold."

He says individuals from some nationalities are reluctant to call the police because police in their homelands were either corrupt or indifferent. "Law enforcement in the U.S. is professional and interested," he insists. On the other hand, he warns that manufacturers shouldn't expect police to serve as their security departments.

(It takes more to interest the federal agencies: the FBI, Customs, Justice. They will not get involved unless the losses are part of an organized theft and fencing ring with values greater than $50,000. The G-men have their priorities, and they'll work narcotics-trafficking and stolen-car export cases before they'll throw their muscle against stolen high-tech freight.)

Finally, companies should check the security at their freight forwarder and airline or trucking company. The Technology Asset Protection Association, composed of 60 security directors for technology manufacturers, has an audit program that looks for leaks and breaches. If a vendor doesn't measure up, they're out. Loose security at this point could be the biggest threat of all to keeping shipments safe. **M**

Chris Barnett, a 20-year veteran national business and technology journalist, covers the industry in Washington, DC, for numerous publications. He writes columns for *Techweek* and Copley News Service. He's reachable at cbarn@aol.com.

Business-To-Business E-commerce Growing

By Michelle V. Rafter

Though online shopping grabs more headlines and plugged-in merchants have those flashy TV commercials, the driving force of electronic commerce is companies using the Internet to simplify how they sell to other companies.

The Internet industry calls this segment *business-to-business selling*, or B2B, to distinguish it from the *business-to-consumer selling*, or B2C, practiced by the average online merchant. Analysts predict big things for B2B e-com. In 1998, B2B sites pulled in $43 billion in revenue, compared with $8 billion for online retailers, according to Internet researcher Forrester Research. By 2003, Forrester expects B2B Internet sales to reach a staggering $1.3 trillion, or 9.4 percent of all B2B trade.

Among the fastest growing examples of B2B e-com are the online marketplaces in specific industries to help buyers and sellers find each other. Hundreds of sites serve every conceivable field: boating equipment, agricultural supplies, used manufacturing tools, and beer and wine.

These online marketplaces work like Turkish bazaars. Picture a tourist strolling through a cobblestone alley where vendors sell everything from rugs to pottery. The tourist stops to haggle over the price of this copper lamp or that bolt of fabric. If they can agree on a price, the lamp or fabric is sold. If they can't, the tourist moves on.

Some of these larger marketplaces have attracted enough notice to offer stock to the public. One is Chemdex, Palo Alto, which raised $112.5 million in its initial public offering in July.

Another is VerticalNet. Since 1995, the Horsham, PA, company has built or acquired 43 trading communities, including Paint and Coatings Online and Meat and Poultry Online. The company expects to launch seven more by the end of the year.

A newcomer is iMark, an Austin, TX, firm that just launched its online marketplace for buying and selling used manufacturing equipment. It's signing up 1,000 companies a week that want to buy or sell on the site. As of mid-September, iMark had 1,100 pieces of equipment for sale with another 1,000 ready to be listed at prices ranging from $500 to several million dollars. Not a bad showing for a beginner. (Reuters) **M**

YET ANOTHER Y2K ISSUE: LEGACY SYSTEMS

By Deidra-Ann Parrish

Ironically, for many organizations the Y2K headache has been a good thing. It has forced them to look at whether the information systems they depend on are really fail-safe. Many organizations found that not every system that appears to be running well really is. They've learned their systems are likely to serve them better if they serve their systems better.

At least once a year, your organization's top executives should assess the company's technical readiness for meeting the challenges of the upcoming year. This process will help them determine whether to retain, restructure, or replace existing systems.

A surprisingly large number of IS professionals respond to the suggestion of upgrading by saying, "What we've got is fully functional. We don't need to upgrade just because there's something new on the market." But function and efficiency are not always the same thing. A legacy system that operates without malfunction according to its design specifications is not necessarily an efficient system.

On the other hand, upgrading a legacy system just to keep up with technology's fast-moving evolution could be a mistake. Reinvesting typically doesn't provide the cost savings companies expect.

"Upgrading is really only going to save you about 15 percent over the cost of buying new machines," says Aubrey Phillips of Maughns Computer Consultants Ltd. of Elmont, NY, which provides consulting and customized products for clients in various industries and with varying degrees of technical proficiency. "Upgrades entail purchasing hardware and investing about $120 to $150 per hour per machine. And ultimately you're going to have to replace your souped-up PCs anyhow."

THE VAR SHOULD BE ABLE TO TRANSFER ITS KNOWLEDGE TO A WORKING PLAN FOR OPTIMIZING YOUR SYSTEM

The pace of change in hardware technology puts a ridiculously short life span on technology products and makes IS planning tricky. To ensure operating efficiency, companies have to be willing to look at their technology objectively and often.

The trouble for many organizations, especially those that can't afford dedicated IS staffs, is that even if they're interested in analyzing their systems' efficiency, they don't know what to look for, where to find the information they need or how to act on what they see.

A system analysis requires in-depth reporting on the entire system from front to back, including all of its users. If the IS team (or those

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EXECUTIVE News Briefs

■ Chip, Computer Stocks Dip After Taiwan Quake

Semiconductor and large computer-company stocks fell after an earthquake struck the island of Taiwan, the second major temblor in that region in less than two months. The Philadelphia Semiconductor Index, a major barometer of chip stocks, tumbled shortly after news of the quake first broke, but then recovered most of its losses. The index was down fractionally that day. (Reuters)

■ Taiwan Microchip Makers Say No Damage From Quake

TAIPEI, Taiwan — Taiwan's two top semiconductor makers — world leaders in made-to-order foundry chipmaking — say a strong earthquake last month caused no damage to their sensitive fabrication systems and that production was normal. Similarly, there were no reports of damage or production stoppages at any other major technology exporters. (Reuters)

■ Taiwan Semicon Turns 'Foundry' Niche Into Empire

HSINCHU, Taiwan — As microchip titan Taiwan Semiconductor Manufacturing Co. races to meet demand, its fastest-growing market comes from firms that traditionally would have spurned its services. Taiwan Semicon plans to boost capacity by nearly 50 percent in 2000 as more integrated design manufacturers — firms known for building products from top to bottom, such as IBM or Motorola — turn to the world-leading Taiwan foundry for its made-to-order chips. (Reuters)

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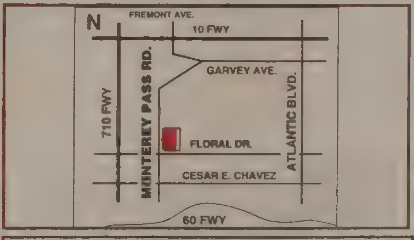

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- **Office 2000 Professional OEMw/CD**

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- ATX Mid-Tower case w/250W

CEL 433	$599
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- **Acer 3rd Gen. DVD**
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- ATX Mid-Tower Case w/250W
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Expand HDD (Call)	

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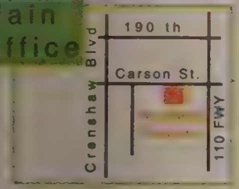

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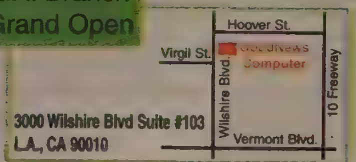

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EXECUTIVE

News Briefs

Draft European Net Law Seen Slowing E-commerce

BRUSSELS, Belgium — Governments should not open up Internet retailers to the possibility of legal action in the country where a consumer buys their product if they want to spur electronic commerce, a U.S. executive said here recently. Robert Kohn, CEO of Redwood City, CA-based Internet startup EMusic.com, says a draft European Union law that would allow disgruntled Internet shoppers to sue firms in their own national courts was misguided. (Reuters)

Global Chip Market Seen Up By 18.7% In Fiscal 2000

TOKYO — Major chip makers expect the global market for semiconductors to expand 18.7 percent from a year earlier to $172.25 billion in calendar 2000, an industry group said. That would compare with 15.6 percent growth in 1999 to $145.16 billion and an 8.4 percent year-on-year fall in 1998 to $125.61 billion, the global industry group World Semiconductor Trade Statistics said in a report. (Reuters)

Digi International Names President, CEO

Digital International Inc., the Minneapolis-based manufacturer of LAN, voice and data communications hardware, named Joseph T. Dunsmore president and CEO. Before joining Digi, he served as vice president of access for Lucent Microelectronics. He also served as CEO of NetFax Inc., Buffalo Grove, IL, and vice president of new business units and vice president of marketing and product management for 3Com Corp.'s US Robotics operation. He replaces John P. Schinas, who remains as chairman of the board at Digi.

YET ANOTHER Y2K ISSUE

continued from page 36

charged with these duties) lacks experience, a system review can be a fruitless endeavor.

Having a trusted and knowledgeable VAR or consultant on board can make the difference. If you hired help, turn there first, but make sure the company you enlist has more than just technical expertise. It has to know your company, its business and its operational goals as they relate to IT. The VAR also should be able to transfer its knowledge to a working plan for optimizing your system.

4 CRITICAL INDICATORS

Companies should look at four critical indicators to help assess their technology, Phillips says. His methodology is simple to employ even for those with only moderate technical skill.

"The first factor I look at is system efficiency," he says. "In an efficient computing environment, technology should support and enhance communication." With the client's input, he studies how communications take place between the company and its essential trading partners — the outside entities that the company relies on or that rely on it to do business.

He also evaluates communications within the company. For example, he asks, "Can accounting swiftly obtain information from fulfillment? Can HR correspond fluidly with department heads?"

Next, Phillips looks at a less obvious but equally important area: office morale. While it might seem tangential to assessing information technology, the attitude of employees in the workplace can reveal how efficient the IS environment is. Frequent complaints about system failures, data access, glitches or response time are glaring indications that the IS department needs to improve. Companies should document and review this kind of input to spot complaint patterns and their sources.

Third on Phillips' list is interoperability. This factor is key for companies whose user systems have dissimilar configurations or are separated by product generations. For example, users within the same organization often use different versions of software and even different platforms. "Theoretically, interoperability should be such that any documentation generated within a company should be transferable and accessible anywhere throughout the company," Phillips says.

Maughns itself has a few clients still running Windows 3.1 while other machines on the same network have moved on to beta versions of Windows 2000. Although these systems can communicate, interoperability issues are bound to emerge. Windows 3.1 will generate amateur results by today's standards, so users of Windows 2000 will have to scale back their documentation for users of older software to access it.

The fourth issue to assess is broad-based communications. How well is the company set up to exchange information and data globally? Global communication will play an increasingly important role in corporate dynamics, so companies need to ask how accessible they are to the outside world — beyond existing customers and partners.

Does your company have a serious Web presence? How much corporate information is available to the general public? How many methods, other than the telephone, does it provide for people to reach it?

●

A legacy system that operates without malfunction according to its design specifications is not necessarily an efficient system

●

If you're not operating by today's business communications standards and planning for tomorrow's, you're hobbling your business. **M**

Deidra-Ann Parrish, formerly of *VARBusiness*, runs a New York-based marketing communications firm and has been writing about business and technology for eight years. She has written for *LAN Times*, *Selling Windows NT Solutions*, *Solutions Integrator*, *TechData's Market Smart*, *Black Enterprise* and *New York Newsday*. Reach her at dparrish@optonline.net.

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- Internet Auto Mouse
- Windows 98 Keyboard
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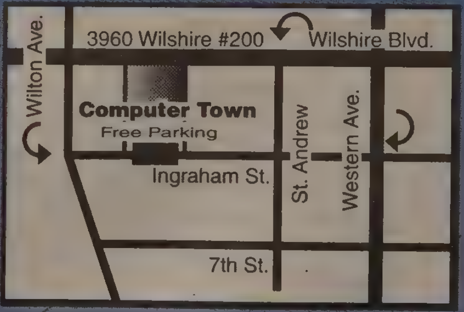

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ASSOCIATION AIMS TO HELP E-TAILERS

By Jim Carr

Seven computer hardware and software vendors have formed the Internet Commerce Council (iCC), a nonprofit association to help members of the sponsoring National Retail Federation (NRF) evaluate e-com technology choices. The iCC will help online retailers make better e-com decisions by developing educational events and information-sharing activities for NRF.

According to Scott Silverman, NRF's director of Internet retailing, iCC will help both Web-only and traditional retailers create a Web presence. "Each of these types of companies has unique technology needs, from how to integrate with existing corporate systems to determining the fastest way to deploy solutions," he says.

The iCC will provide information through educational and networking events. The iCC will work with NRF's Internet Retailing Advisory Council (IRAC), which deals with on online marketing and merchandising issues.

Members include co-chairs eGain Communications Corp., Sunnyvale, CA; and Be Free Inc., Marlborough, MA; as well as IBM Corp., Armonk, NY; Intel Corp., Santa Clara, CA; Oracle Corp., Redwood Shores, CA; Netcentives Inc., San Francisco; and Net Perceptions Inc., Eden Prairie, MN.

Information about the iCC is available from Silverman: silvermans@nrf.com or (202) 626-8132.

SPREADING ADSL

The ADSL Forum, a nonprofit organization of more than 250 companies, made two announcements about digital subscriber line (DSL) during its September summit meeting in Hawaii.

First, it has created a site (www.dsllife.com) that will act as a central DSL information resource. A key feature will be an interactive map that pinpoints DSL service providers. The DSLLife Web site will offer resources including streaming video, testimonials, links and answers to frequently asked questions.

The forum also said the Internet Engineering Task Force (IETF), the body that sets standards for the Internet, has approved the ADSL Forum's Line MIB (management information base) document, which spells out specifications for DSL network management. The work, published in the request for comment RFC 2662, gives DSL vendors a standardized mechanism to manage their equipment and will help to ensure interoperability.

MICROSOFT, THE GOOD GUY

In a turnabout, the Web Standards Project (WSP) praised Microsoft Corp.'s decision to implement Web standards in the upcoming Mac version of Internet Explorer (IE) 5.0. The WSP, a coalition of Web developers and experts, has criticized Microsoft's inattention to standards in IE.

Microsoft says its Tasman rendering engine will provide 100 percent support for two key Web standards, HTML 4.0 and Cascading Style Sheets (CSS) 1.0, and more than 90 percent support for the Document Object Model (DOM) 1.0. But it did not say when the Windows version of IE would support these standards. **M**

Jim Carr has covered technology for more than 10 years. He has written for *VARBusiness, InfoWorld, LAN Times, Digital News & Review, Macworld, SunWorld, NetscapeWorld, Netscape Enterprise Developer, Managing Automation* and *EyeNet*. He can be reached at jimcarr13@compuserve.com.

EXECUTIVE News Briefs

■ Wit Capital To Buy SoundView For $320 Million

Online investment bank Wit Capital Group says it will buy investment bank SoundView Technology Group for $320 million in stock and options, sending its share price soaring by nearly 30 percent. Wit Capital says the deal would raise its profile as an underwriter of stock offerings and expand its research coverage of Internet and other technology companies. (Reuters)

■ IRS Acknowledges Problems In Y2K Preparation

The Internal Revenue Service (IRS) told Congress it has experienced some "trouble spots" in preparing for the year 2000 computer problem, although it is working on contingency plans and could manually issue some tax refunds. In a letter sent in October to House Ways and Means Committee Chairman Bill Archer, the IRS said its records of equipment and software at its offices around the country posed a high risk to its Y2K preparation efforts. (Reuters)

■ USDA Launches Biotechnology Web Site For Consumers

In response to rising public concern about genetically modified (GM) crops, the U.S. Agriculture Department says it has launched a Web site to provide consumers with the latest information. The new site offers answers to some of the most frequently asked questions about GM crops, which have raised health and environmental concerns in Europe even though U.S. regulators have determined the new varieties to be safe. It also includes pages on biotechnology and trade, regulations and research. (Reuters)

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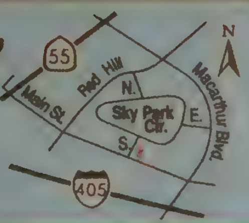

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Cirrus Logic ISA Voice Fax/Modem	$44.99

U.S. Robotics

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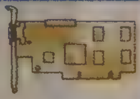

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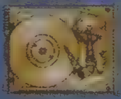

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9.1 GB UW SCSI 7.5ms 7200 rpm	$239.99

[illegible]

Accessories

Mini Tower case w/ps	$15.99
Mid Tower case w/ps	$19.99
ATX Mid Tower case w/ps	$29.99
Full Tower / Desktop case w/ps	$39.99
1.44MB FD 3½"	$12.99
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104 Win95	$5.99
Focus 2000, Win95	$24.99
Microsoft Ergonomic Elite	$24.99
Mouse Serial	$2.99
Microsoft Ergonomic Mouse	$15.99
Adaptec 2940UW PCI SCSI Cntrlr	$179.99
420VA UPS	$89.99
650VA UPS	$129.99
1,000VA UPS	$199.99

Multimedia

32 bit Yamaha 3D Sound Card	$14.99
Creative Labs 128 bit PCI	$24.95
Toshiba 32x EIDE CD-ROM	$44.95
Toshiba 40x EIDE CD-ROM	$49.99
40x CD-ROM	$39.99
Toshiba DVD Kit 2nd Gen. 6x	$119.99
Toshiba DVD bare drive 6x	$79.99
HP CDR 8200	$199.95
Mitsumi CD-RW	$189.99
Yamaha CD-RW 4x4x16	$219.99
Sony CD-RW 4x2x24	$259.99

Networking

ISA/PCI Network card	$7.99
PCI Fast Ethernet Adapter 10/100	$12.99
Intel Fast Ethernet 10/100 NIC	$44.99
8 Port Ethernet hub	$26.99
16 Port Ethernet hub	$59.99
TX 100 Mb/S Fast Ethernet 8 port hub	$79.99

3Com

3C905B-TX Fast Etherlink 10/100 PCI	
wo/ WOL	$49.99
w/ WOL	$59.99
Officeconnect 8 port 10Base T hub	$79.99
Officeconnect 16 port 10Base T hub	$175.99
Officeconnect 5 port 100Base T hub	$109.99
Officeconnect 8 port 100Base T hub	$225.99
Officeconnect 12 port 100Base T hub	$299.99

Printers

EPSON

Epson Stylus 440	$105.99
Epson Stylus 640	$139.99
Epson Stylus 740	$196.99
Epson Stylus 900	$299.99

Hewlett Packard

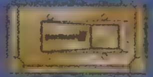
HP DeskJet 710C	[illegible]
HP DeskJet 895C	[illegible]
HP LaserJet 1100	$329.99
HP LaserJet 1100AXI	$429.99
HP LaserJet 2100	[illegible]
HP LaserJet 4050	$1,[illegible]
HP LaserJet 8050N	$1,[illegible]

Memory

32MB SDRAM (PC100)	$49.99
64MB SDRAM (PC100)	$79.99
128MB SDRAM (PC100)	$169.99
256MB SDRAM (PC100)	$329.99

Please call for current prices.

CPU's



Pentium 233 MMX	$39.99
Pentium II 400	$129.99
Pentium III 450	$189.99
Pentium III 500	$229.99
Pentium III 550	$329.99
Pentium III 600	$499.99
Celeron 366A 128k Cache	$45.99
Celeron 400A 128k Cache	$59.99
Celeron 433A 128k Cache	$69.99
Celeron 466A 128k Cache	$84.99
Celeron 500A 128k Cache	$129.99
AMD 3D K6-2 400	$44.99
AMD 3D K6-2 450	$59.99
AMD 3D K6-2 500	$105.99
AMD 3D K6-3 400	$89.99
AMD 3D K6-3 450	$129.99
AMD 3D K6-3 500	$179.99
AMD Athlon K7-500	$200.99
AMD Athlon K7-550	$279.99
AMD Athlon K7-600	$419.99
AMD Athlon K7-650	[illegible]
AMD Athlon K7-700	[illegible]
Cyrix MII 300	$34.99
Cyrix MII 366	[illegible]

[illegible]

Mother-boards

Abit BE6, ATX	$129.99
Abit BX6, ATX	$109.99
Abit BP6, ATX	$139.99
ASUS P2B 440BX, ATX	$109.99
ASUS P3BF 440BX, ATX	$139.99
ASUS P5A 100 MHz AT	$89.99
ALI (100MHz), 1MB, Sound, AT	$59.99
Intel® 440BX (Pentium II/III 233-550MHz)	$79.99
Intel® BI440ZX Socket370	$79.99
SuperMicro P6SBA, ATX	$99.99
TX-PRO II, 512k, Sound, Video, AT	$54.99

We carry all name brands of motherboards.

Removable Media

Seagate

Seagate TR4 4-8GB w/Tape	$165.99
Seagate TR4 4-8GB SCSI w/Tape	[illegible]

Hewlett Packard

HP T5000 2.5-5GB Internal	[illegible]
HP T5000 2.5-5GB External	[illegible]
HP 120 10-20GB SCSI	[illegible]

IOMEGA

100MB ATAPI Zip internal	[illegible]
100MB Zip Parallel Port	[illegible]
100MB Zip Cartridge	[illegible]
250MB ATAPI Zip internal	[illegible]
250MB Zip Parallel Port	[illegible]
Jaz 2.0 GB SCSI Internal	[illegible]

All systems come with a one year parts and labor warranty. Prices are subject to change without notice. Not responsible for typographical errors. All product names are trademarks of their respective companies.

TPP TECHNOLOGY & PUBLIC POLICY

TAXING THE NET: FACTS, FICTIONS AND FUTURE

By Jim Warren

For years, people have frantically spammed the Internet, warning that Congress, state legislatures or the Federal Communications Commission was about to impose taxes on the Net or on modems, or that the Post Office was going to impose stamplike fees on e-mail.

So far, they've been myths. However, as someone observed long ago, "No one's freedom is secure while Congress sits."

The prospect that consumers might be able to buy something without paying a sales tax collected automatically by the seller infuriates many state, county and city politicians in jurisdictions that tax goods and services.

More people are buying from companies beyond their tax-collecting authority through e-commerce or catalog purchases from out-of-jurisdiction companies. (For another view on Internet taxation, see Rick Cook's column Making Technology Pay in this issue.)

> THE PROSPECT THAT CONSUMERS MIGHT BE ABLE TO BUY SOMETHING WITHOUT PAYING A SALES TAX INFURIATES MANY POLITICIANS

Washington and California have even sued Oregon, which manages to survive nicely without inflicting a sales tax on its citizens, over a similar issue. Non-Oregonians were traveling to the state to buy big-ticket items — cars, RVs and boats. But some Oregon business owners weren't diligent enough about investigating their customers' origins and reporting their Washington and California customers to their home states, nor in collecting their non-Oregon taxes for those states.

If you live in a sales-tax state and your state tax return is audited, the auditor will often demand receipts for your major purchases. The auditor wants to see if you paid your sales tax and will happily collect them, plus interest or penalties, if you bought from outside the jurisdiction without filling your local politicians' tax coffers.

Perhaps responding to this taxing zeal of politicians in sales-tax states, Sen. Ernest F. "Fritz" Hollings (D-SC) introduced Senate Bill 1433 on July 26. If enacted, it will "impose a retail excise tax on merchandise sold via the Internet, [or] through catalogs, or sold other than through local merchants in order to supplement the funding for elementary and secondary school teacher salaries."

Hollings wants to force all e-commerce and catalog vendors to collect a 5 percent tax so Congress can put it in yet another Washington

EXECUTIVE News Briefs

Medical Consortium Sets Site Launch With AMA

The American Medical Association and six other medical societies say they plan to launch an Internet company early next year with hopes that their prestige fuels the move into an already crowded field. "We're creating a Web site with folks who have combined centuries of experience in delivering health care to patients," the company's CEO, Edward Fotsch, told Reuters in a telephone interview. (Reuters)

Firm To Distribute Radio Ads Through The Internet

Central Media Inc., a fledgling Seattle-based Internet company, announced plans to launch a new method to distribute radio advertisements through the Internet. The announcement followed a $1 million investment in the product by the Ackerley Group Inc., a media and entertainment company also based in Seattle. (Reuters)

Most EU Firms Expected To Have Internet Presence By 2002

The largest European companies will have allied themselves with a major Internet portal like Yahoo!, America Online or Microsoft by 2002 or will have developed their own online "storefronts," market research firm META Group says in its Electronic Business Strategies Study. It says that some 70 percent of the 2000 largest companies in the European Union will have developed an individualized presence on the Internet by 2002. (Reuters)

EXECUTIVE News Briefs

■ eToys Quarterly Loss Widens But Sales Soar

Online toy merchant eToys Inc. says its second-quarter loss widened but edged out estimates as customers flocked to its site, sending sales skyrocketing. The Santa Monica, CA-based company posted a loss of $32.1 million, or 27 cents per diluted share, excluding charges, for the period ended Sept. 20, compared with a loss of $2.4 million, or 4 cents, in the year-ago period. (Reuters)

■ Barnesandnoble.com Loss Grows, Sales Double

Barnesandnoble.com, the fourth-largest electronic commerce site, reported its net loss increased in the third quarter, but sales more than doubled. The third-quarter net loss was $21.9 million, or 15 cents per share, compared with a loss of $18.6 million, or 16 cents, in the year earlier quarter. The share loss is expected to increase in the fourth quarter as holiday advertising expenditures double. (Reuters)

■ Microsoft Sees No Jump To NYSE From Nasdaq

Microsoft Corp.'s Chairman and Chief Executive Bill Gates said he was comfortable with the software giant's listing on Nasdaq and didn't expect a move to the New York Stock Exchange. "As far as what exchange we're traded on, I doubt we'd make a change there," he said in a speech to the New York Institute of Technology, where he was honored for his contributions in education and technology. (Reuters)

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trust fund, like the much-raided Social Security trust fund but with less visibility.

Hollings titled his bill the Sales Tax Safety Net and Teacher Funding Act, although he gave no hint of what he means by "safety net." Apparently, like much in politics, it's just a sound-good phrase without substance.

The bill's title says it's for "teacher funding." But the fine print in the bill says, "If a State establishes…that the compensation and benefits payable to elementary and secondary school teachers in the State exceeds the average compensation and benefits paid to such teachers in the United States, then the State may request…authority to use amounts received [by the state] under this subsection for other educational purposes approved by the Secretary of Education."

So, ignoring your state's cost of living, if your state pays its teachers more than the national average, then state politicians can re-route the loot to whatever it wants to call "educational purposes" (with approval of the secretary of education).

As of mid-September, S.1433 was stuck in the Senate's Committee on Finance. Hollings is a long-entrenched senior senator, true, but he also is a Democrat, and the Republicans now control the Senate.

You can e-mail your views to Hollings' office, although it's not likely to do any good unless you have a South Carolina address or are a known campaign donor. Members of Congress usually ignore comments from outside of their congressional district or state — unless it's accompanied by money. To get the full text, you can go to www.senate.gov, then plug in S.1433 on the left column where it asks for the bill's number.

> THE INTERNET TAX FREEDOM ACT, A LAW ALREADY IN PLACE, PROVIDES A THREE-YEAR MORATORIUM ON INTERNET SALES TAXES

Hollings' bill appears to have little hope of passing unless the Democrats regain control of the Senate. And a tax on the Net or on e-commerce would certainly make hypocrites out of those who say they support the "no new taxes" mantra.

Furthermore, a law already in place provides a three-year moratorium on Internet sales taxes. The Internet Tax Freedom Act, enacted Oct. 21, 1998, was pasted into a massive "omnibus consolidated appropriations" bill that became Public Law 105-277. Although Congress can undo almost anything it has done, it's more likely it will just let this one die after its built-in time limit.

KEEPING THE NET TAX-FREE

The Internet Tax Freedom Act (47 USC 151) says, "No state or political subdivision thereof shall impose any of the following taxes during the period beginning on October 1, 1998, and ending 3 years after the date of the enactment of this Act.

"(1) taxes on Internet access, unless such tax was generally imposed and actually enforced prior to October 1, 1998; and

"(2) multiple or discriminatory taxes on electronic commerce."

The act specifies that an Advisory Commission on Electronic Commerce should be created to report to Congress within 18 months on the status of, potential of, and barriers to electronic commerce. The act also contains a "Sense of Congress" resolution stating that the Internet should be free of foreign tariffs, trade barriers and other restrictions to global economic commerce.

Caveat: The act consists of about 34,000 characters of devilish details, though none appear to contradict the three-year prohibitions stated in its opening paragraphs.

Go to the Government Printing Office's www.gpo.gov site to ferret out the full text of 105-277 or any other federal statute or regulation. But if you have anything less than broadband access, plan a leisurely dinner or movie while downloading the monster omnibus appropriations bill that includes 47 USC 151 as a small part.

There is also some hope that the temporary Internet Tax Freedom Act might be made permanent — at least, if the Republicans remain in control of the House of Representatives. No less a figure than House Majority Leader Dick Armey (R-TX) has made "stopping Net taxes" one of his high-profile issues.

In a Sept. 14 letter sent to the Advisory Commission and co-signed by no less than 34 other

continued on page 50 ➤

COMPUTER NETWORK CORPORATION

Vantage Office Basic

Pentium III 500 MMX	**$945**
Pentium III 550 MMX	**$1,070**
Pentium III 600 MMX	**$1,184**

- Intel 810e Chipset, Single Processor Support
- Mini Tower Case
- 64MB PC100 SDRAM expandable to 512MB
- NEC 1.44MB 3.5" Diskette Drive
- IBM 9GB 9ms 7,200rpm 2MB Cache Ultra DMA/66 Drive
- Toshiba 40X CD-ROM Drive
- On-board Crystal PCI Sound Card
- Yamaha M8 Speaker System
- On-board Intel Video Card
- 1 Parallel Port, 2 Serial Ports & 2 USB Slots
- 5 x PCI Bus , 1 x ISA Bus
- Keytronic 104-key keyboard
- Microsoft Windows 98 Second Edition
- Microsoft PS/2 Intellimouse
- One Year Full Parts and Labor Warranty

Vantage Basic

Pentium III 600 MMX	**$1,391**
Pentium III 650 MMX	**$1,590**
Pentium III 700 MMX	**$1,784**

- Intel BX Chipset, Single Processor Support
- Mid Tower Case, 300W FCC/UL
- 64MB PC100 SDRAM expandable to 1GB
- NEC 1.44MB 3.5" Diskette Drive
- IBM 13GB 9ms 2MB Cache 7,200rpm Ultra DMA/66 Drive
- Toshiba 6X DVD-ROM Drive
- Creative Labs PCI 128 Sound Card
- Yamaha M15 Speaker System
- Matrox G400 AGP 16MB SGRAM Video Card
- 1 Parallel Port, 2 Serial Ports & 2 USB Slots
- 5 x PCI Bus , 2 x ISA Bus , 1 AGP Slot
- Keytronic 104-key keyboard
- Microsoft Windows 98 Second Edition
- Microsoft PS/2 Intellimouse
- One Year Full Parts and Labor Warranty

Vantage Plus

Pentium III 600 MMX	**$1,938**
Pentium III 667 MMX	**$2,149**
Pentium III 733 MMX	**$2,354**

- Intel 820 Chipset, Single Processor Support
- Mid Tower Case, 300W FCC/UL
- 128MB PC133 SDRAM expandable to 1GB
- NEC 1.44MB 3.5" Diskette Drive
- IBM 27GB 9ms 2MB Cache 7,200rpm Ultra DMA/66 Drive
- Toshiba 6X DVD-ROM Drive
- Creative Labs Live! Platinum Sound Card
- Altec Lansing ACS-44 Speaker and Subwoofer System
- Matrox G400 Max AGP 32MB Video Card
- 1 Parallel Port, 2 Serial Ports & 2 USB Slots
- 5 x PCI Bus , 1 AGP Slot
- Keytronic 104-key keyboard
- Microsoft Windows 98 Second Edition
- Microsoft PS/2 Intellimouse
- One Year Full Parts and Labor Warranty

Vantage Basic S

Pentium III 500 MMX	**$1,986**
Pentium III 550 MMX	**$2,111**
Pentium III 600 MMX	**$2,225**

- Intel BX Chipset, Single Processor Support
- Mid Tower Case, 300W FCC/UL
- 128MB PC100 SDRAM expandable to 1GB
- NEC 1.44MB 3.5" Diskette Drive
- IBM 9GB 5.3ms 10,200rpm 4MB Cache U2W SCSI-2
- Toshiba 5X SCSI DVD-ROM Drive
- On-board Adaptec 2940U2W Controller
- Creative Labs PCI 128 Sound Card
- Yamaha M15 Speaker System
- Matrox G400 Max AGP 32MB Video Card
- 1 Parallel Port, 2 Serial Ports & 2 USB Slots
- 4 x PCI Bus , 2 x ISA Bus , 1 AGP Slot
- Keytronic 104-key keyboard
- Microsoft Windows NT V4.0 Workstation
- Microsoft PS/2 Intellimouse
- One Year Full Parts and Labor Warranty

Vantage Power S

Pentium III 600 MMX	**$3,215**
Pentium III 650 MMX	**$3,414**
Pentium III 700 MMX	**$3,608**

- Intel BX Chipset, Single Processor Support
- Full Tower Case, 300W FCC/UL
- 256MB PC100 SDRAM expandable to 1GB
- NEC 1.44MB 3.5" Diskette Drive
- IBM 18GB 4.9ms 10,200rpm 8MB Cache U2W SCSI-2
- Plextor UltraPlex Wide 40X UWide SCSI CD-ROM
- On-board Adaptec 2940U2W Controller
- Creative Labs PCI 128 Sound Card
- Yamaha M15 Speaker System
- Evans & Sutherland Lightning 1200 Video Card
- 1 Parallel Port, 2 Serial Ports & 2 USB Slots
- 4 x PCI Bus , 2 x ISA Bus , 1 AGP Slot
- Keytronic 104-key keyboard
- Microsoft Windows NT V4.0 Workstation
- Microsoft PS/2 Intellimouse
- One Year Full Parts and Labor Warranty

Vantage Plus S

Pentium III 600 MMX	**$4,970**
Pentium III 667 MMX	**$5,181**
Pentium III 733 MMX	**$5,387**

- Intel 820 Chipset, Single Processor Support
- Full Tower Case, 300W FCC/UL
- 512MB PC133 SDRAM expandable to 1GB
- NEC 1.44MB 3.5" Diskette Drive
- IBM 36GB 6.5ms 10,200rpm 8MB Cache U2W SCSI-2
- Plextor UltraPlex Wide 40X UWide SCSI CD-ROM
- On-board Adaptec 2940U2W Controller
- Creative Labs PCI 128 Sound Card
- Yamaha M15 Speaker System
- Evans & Sutherland Tornado 3000 Video Card
- 1 Parallel Port, 2 Serial Ports & 2 USB Slots
- 5 x PCI Bus , 1 AGP Slot
- Keytronic 104-key keyboard
- Microsoft Windows NT V4.0 Workstation
- Microsoft PS/2 Intellimouse
- One Year Full Parts and Labor Warranty

Vantage Dual Basic

Pentium III 500 MMX	**$2,236**
Pentium III 550 MMX	**$2,361**
Pentium III 600 MMX	**$2,475**

- Dual Processor Support,Single Processor Installed
- Full Tower Case, 300W FCC/UL
- 128MB PC100 SDRAM expandable to 1GB
- NEC 1.44MB 3.5" Diskette Drive
- IBM 9GB 5.3ms 10,200rpm 4MB Cache U2W SCSI-2
- Plextor UltraPlex Wide 40X UWide SCSI CD-ROM
- On-board Adaptec 2940U2W Controller
- Creative Labs PCI 128 Sound Card
- Yamaha M15 Speaker System
- Matrox G400 Max AGP32MB Video Card
- 1 Parallel Port, 2 Serial Ports & 2 USB Slots
- 4 x PCI Bus , 2 x ISA Bus , 1 AGP Slot
- Keytronic 104-key keyboard
- Microsoft Windows NT V4.0 Workstation
- Microsoft PS/2 Intellimouse
- One Year Full Parts and Labor Warranty

Vantage Dual Power

Pentium III 600 MMX	**$3,585**
Pentium III 650 MMX	**$3,785**
Pentium III 700 MMX	**$3,979**

- Dual Processor Support,Single Processor Installed
- Full Tower Case, 300W FCC/UL
- 256MB PC100 SDRAM expandable to 1GB
- NEC 1.44MB 3.5" Diskette Drive
- IBM 18GB 4.9ms 10,200rpm 8MB Cache U2W SCSI-2
- Plextor UltraPlex Wide 40X UWide SCSI CD-ROM
- On-board Adaptec 2940U2W Controller
- Creative Labs PCI 128 Sound Card
- Yamaha M15 Speaker System
- Evans & Sutherland Lightning 1200 Video Card
- 1 Parallel Port, 2 Serial Ports & 2 USB Slots
- 4 x PCI Bus , 2 x ISA Bus , 1 AGP Slot
- Keytronic 104-key keyboard
- Microsoft Windows NT V4.0 Workstation
- Microsoft PS/2 Intellimouse
- One Year Full Parts and Labor Warranty

Vantage Dual Plus

Pentium III Xeon 600 MMX	**$5,975**
Pentium III Xeon 667 MMX	**$6,200**
Pentium III Xeon 733 MMX	**$6,363**

- Dual Processor Support,Single Processor Installed
- Full Tower Case, 300W FCC/UL
- 512MB SDRAM expandable to 1GB
- NEC 1.44MB 3.5" Diskette Drive
- IBM 36GB 6.5ms 10,200rpm 8MB Cache U2W SCSI-2
- Plextor UltraPlex Wide 40X UWide SCSI CD-ROM
- On-board Adaptec 2940U2W Controller
- Creative Lab PCI 128 Sound Card
- Yamaha M15 Speaker System
- Evans & Sutherland Tornado 3000 Video Card
- 1 Parallel Port, 2 Serial Ports & 2 USB Slots
- 6 x PCI Bus , 1 AGP Slot
- Keytronic 104-key keyboard
- Microsoft Windows NT V4.0 Workstation
- Microsoft PS/2 Intellimouse
- One Year Full Parts and Labor Warranty

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Computer Network Corporation

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Vantage Basic Server

Pentium III Xeon 600 MMX	$5,885
Pentium III Xeon 667 MMX	$6,090
Pentium III Xeon 733 MMX	$6,295

- Dual Processor Support,Single Processor Installed
- Server Case, 300W Hot Swap Power Supply
- 256MB ECC SDRAM expandable to 2GB
- NEC 1.44MB 3.5" Diskette Drive
- AMI 438 MegaRAID Ultra2 LVDS Controller
- 3 x IBM 9GB 5.3ms 10.200rpm 4MB Cache U2W SCSI-2
- Plextor UltraPlex Wide 40X UWide SCSI CD-ROM
- Matrox G200 AGP 16MB SGRAM Video Card
- 3Com 3C980 10/100 Ethernet LAN Controller
- 1 Parallel Port, 2 Serial Ports & 2 USB Slots
- 6 x PCI Bus , 1 x ISA Bus , 1 AGP Slot
- Keytronic 104-key keyboard
- Microsoft PS/2 Intellimouse
- One Year Full Parts and Labor Warranty

Vantage Power Server

Pentium III Xeon 550 MMX	$6,874
Pentium III Xeon 550 MMX	$7,079
Pentium III Xeon 550 MMX	$7,285

- Dual Processor Support,Single Processor Installed
- Server Case, 300W Hot Swap Power Supply
- 512MB ECC SDRAM expandable to 2GB
- NEC 1.44MB 3.5" Diskette Drive
- AMI 438 MegaRAID Ultra2 LVDS Controller
- 3 x IBM 18GB 4.9ms 10,200rpm 8MB Cache U2W SCSI
- Plextor UltraPlex Wide 40X UWide SCSI CD-ROM
- Matrox G200 AGP 16MB SGRAM Video Card
- 3Com 3C980 10/100 Ethernet LAN Controller
- 1 Parallel Port, 2 Serial Ports & 2 USB Slots
- 6 x PCI Bus , 1 x ISA Bus , 1 AGP Slot
- Keytronic 104-key keyboard
- Microsoft PS/2 Intellimouse
- One Year Full Parts and Labor Warranty

Vantage Quad Server

Pentium III Xeon 450 MMX	$CALL
Pentium III Xeon 500 MMX	$CALL
Pentium III Xeon 550 MMX	$CALL

- Quad Processor Support
- Server Case, 3 x Hot Swap Power Supply
- 1GB ECC SDRAM expandable to 4GB
- NEC 1.44MB 3.5" Diskette Drive
- AMI 438 MegaRAID Ultra2 LVDS Controller
- 3 x IBM 36GB 6.5ms 10,200rpm 8MB Cache U2W SCSI
- Plextor UltraPlex Wide 40X UWide SCSI CD-ROM
- On-Board Video Card
- Intel 10/100 Ethernet LAN Controller
- 1 Parallel Port, 2 Serial Ports & 2 USB Slots
- 6 x PCI Bus ,1 AGP Slot
- Keytronic 104-key keyboard
- Microsoft PS/2 Intellimouse
- One Year Full Parts and Labor Warranty

Monitors

Mitsubishi

Pro 710	*17"*	*.25dp*	*1600x1200@ 75Hz*	$385
Pro 900u	*19"*	*.25dp*	*1600x1200@ 75Hz*	$585
Pro 2020u	*22"*	*.25dp*	*1800x1440@ 80Hz*	$1180

Sony

G200	*17"*	*.25dp*	*1600x1200@ 70Hz*	$395
G400	*19"*	*.25dp*	*1600x1200@ 75Hz*	$675
G500	*21"*	*.25dp*	*1600x1200@ 75Hz*	$1160
F500	*21"*	*.22dp*	*1800x1440@ 80Hz*	$1690

Viewsonic

PS775	*17"*	*.26dp*	*1600x1200@ 76Hz*	$395
PT775	*17"*	*.25dp*	*1600x1200@ 77Hz*	$399
P817	*21"*	*.25dp*	*2048x1536@ 85Hz*	$1460

Video Cards

3Dlabs

GVX1	$890
RPM	$840
GMX	$1590

Digital Processing Systems - DPS

Perception PVR	$1680
Hollywood	CALL

ELSA

Gloria L/MX	$779
Gloria XL	$1198
Gloria XXL	$1750

Evans & Sutherland

Lightning 1200	$779
Tornado 3000	$1580

Matrox

Millennium G400-16	$125
Millennium G400-32	$165
Millennium G400 Max	$195

STB/3DFX

Voodoo3 3000AGP	$178

CD-ROMS / DVD-ROMS

Plextor

UltraPlex 40X		$125
UltraPlex Wide 40X		$145

Toshiba

6602	*40X ATAPI Internal Drive*	$56
1212	*6X DVD ATAPI*	$87
1201	*4.8X DVD SCSI*	$138

Hard Disks - IDE

IBM - 7,200rpm - 2MB Cache

371350	*13.5GB*	*Ultra 66*	*9ms*	$156
372730	*27GB*	*Ultra 66*	*9ms*	$195
373420	*34GB*	*Ultra 66*	*9ms*	$251

Hard Disks - SCSI

IBM - 10,200rpm

Ultrastar 9LZX	*9GB*	*Ul2W 4MB*	*5.3ms*	$460
Ultrastar 18LZX	*18GB*	*U2W 8MB*	*4.9ms*	$760
Ultrastar 36ZX	*36GB*	*U2W 8MB*	*6.5ms*	$1160

Seagate - 10,000rpm

ST39103LW	*9GB*	*Ultra2 Wide*	*5.2ms*	$579
ST318203LW	*18GB*	*Ultra2 Wide*	*5.2ms*	$889
ST136403LW	*36GB*	*Ultra2 Wide*	*5.7ms*	CALL

Hubs / Switches

3Com

SuperStack 3300-12	$1454
SuperStack 3300-24	$2153

Cisco

Call

Network Cards

3Com

3C905B	$52
3C980	$149
3C985	$895

CD-Recorders

Plextor

Plexwriter	*8x Write - 20x Read*	$324
Plexwriter	*8x Write - 2x Re-write - 20x Read*	$395

Yamaha

CDW-6416S	*4x Write - 4x Re-write - 16x Read*	$215

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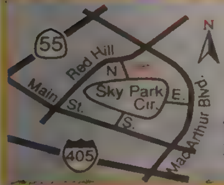

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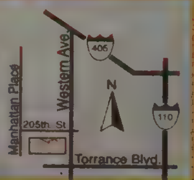

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Technology & Public Policy

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House members, including other heavy hitters, Armey said, "We are concerned…that most of the news reports from the first Commission meeting seemed to focus on how to tax the Internet, rather than *whether* to tax the Internet.

Sen. Hollings wants to force all e-commerce and catalog vendors to collect a 5 percent tax for yet another Washington trust fund

"The Commission should remember that only Congress can authorize one state to compel sellers in another state to collect Internet taxes. This idea is not a popular one in Congress or among the American people. You should also know that there are many Members that will oppose any new taxes on the Internet.

"Therefore, we urge the Commission to spend its time addressing some of the other important issues within its charter. For example, the international ramifications of state and local decisions to tax and regulate the Internet should be studied. Further, the Commission should investigate the potential impact on America's global competitiveness from complex and excessive state and local taxes on e-commerce. As members of Congress, we submit that this is where the Commission's efforts should be focused. An academic exercise on new ways to tax the Internet is not productive and does not reflect the intent of Congress in establishing the Commission."

To contact Armey or the letter's other co-signatories, go to freedom.house.gov, part of the www.house.gov Web site. For the full text of the letter, look at Freedom Works at the Office of the Majority Leader link under Leadership Offices at the House of Representatives site.

CHECKING NET-TAX MYTHS

Perhaps a half-dozen times a year, I receive panic-ridden forwards of messages about some impending modem tax, required e-mail stamp or Net tax plan.

A decade or more ago, when the first one arrived, it sounded legitimate. It insisted the FCC was going to impose a tax on modem use. So I forwarded it to several hundred Net friends and several mailing lists on an Internet that had a wee-tiny fraction of its population today.

Within an hour, I received a comment saying that it probably wasn't true and that I better check my facts. I blushed — and fired off a query to some well-connected sources inside the Beltway. In about a quarter-hour, I received knowledgeable responses from people I trusted, stating that it was an invalid rumor that periodically ricochets around the Net.

Then — within an hour of receiving and forwarding this erroneous information — I sent a correction to everyone in my first broadcast, plus a copy to the person who had sent it to me and everyone on the cc list.

This embarrassing story has three points:

- Never assume anything is true without questioning the competency of the source, especially on the rumor-riddled Net.
- Admit quickly and echo any corrections, preferably including means for verifying the correction, back up the chain from which inaccurate information descended, and urge recipients to do the same. The Net is an amazingly fast self-correcting medium, with orders of magnitude faster than any other medium.
- When you receive something that sounds outrageous, even if it's about some alleged governmental stupidity or act of arrogance, check it out before you pass it along.

The Urban Legends and Folklore Page at urbanlegends.tqn.com is especially good for refuting Net myths. I recommend it. **M**

Jim Warren founded *InfoWorld*, was founding host of PBS' *Computer Chronicles* television series, founding editor of *Dr. Dobb's Journal of Computing* and served five years on the board of directors of Autodesk Inc. You can contact him at jwarren@well.com.

EXECUTIVE News Briefs

18% Of U.S. Investors Trade On Web, SIA Survey Says

Online trading is gaining in popularity, and nearly one-fifth of U.S. investors now use the Web to buy and sell stocks, according to a Securities Industry Association survey. In 1998, just one in 10 investors funneled stock trades through the Internet, according to the survey of 1,507 investors with more than $100,000 in financial assets. But the Web's ease of use and cheapness — Internet brokers charge as little as $5 a trade compared with the hundreds of dollars a full-service broker can charge — have nearly doubled that number to 18 percent, the survey says. (Reuters)

AOL Board Approves 2-For-1 Share Split At Annual Meeting

America Online Inc. (AOL) says its board declared a two-for-one split of the company's shares, the seventh split in seven years, answering a clamor by investors at its annual meeting earlier that day. In a statement, the world's largest Internet services company says the more than 2 million individual holders of AOL's more than 1.1 billion outstanding shares receive one extra share for every share they own on Nov. 8, 1999. (Reuters)

Amazon.com's Bezos Predicts U.K. E-com Will Be 'Extraordinary'

LONDON — Britain's efficient postal system has the potential to transform the country's online shopping market into an "extraordinary place," despite the drawback of high telecommunications costs, leading online retailer Amazon.com founder Jeff Bezos says. "One of the great things in the UK…is that when you send something by standard shipment, 90 percent of the time it arrives the next day. In the U.S., that takes three days," he told Reuters in an interview. (Reuters)

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- ATX Medium Tower Case
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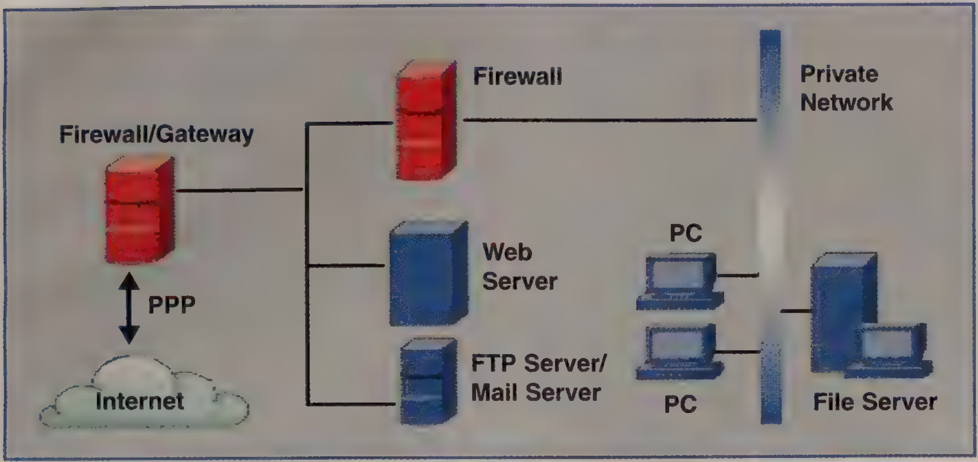

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128MB/9.0GB/48X/NIC

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- 512KB Integrated L2 Cache
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- High Speed I/O Ports: 2S, 1P, 2USB
- 1.44MB Floppy Drive
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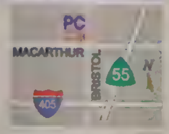

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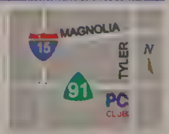

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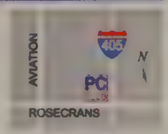

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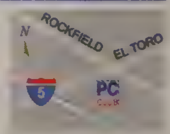

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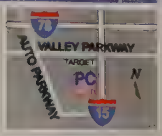

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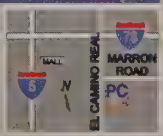

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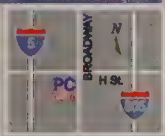

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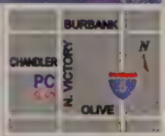

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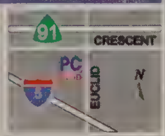

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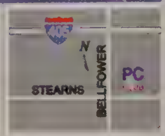

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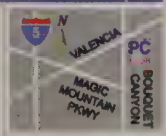

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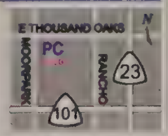

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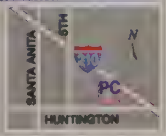

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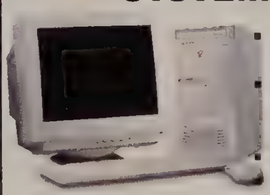

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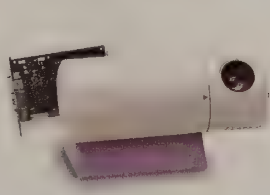

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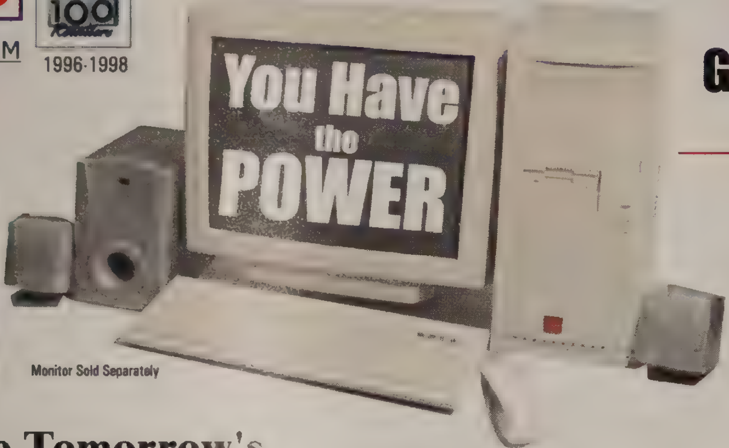

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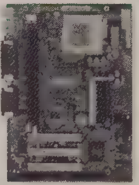

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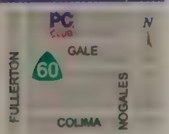

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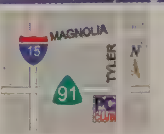

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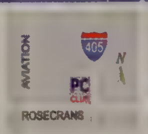

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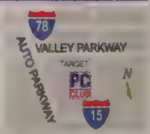

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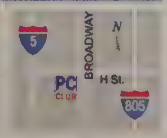

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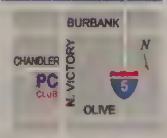

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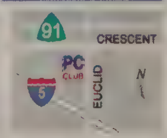

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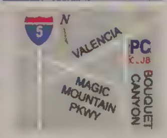

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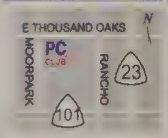

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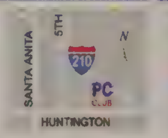

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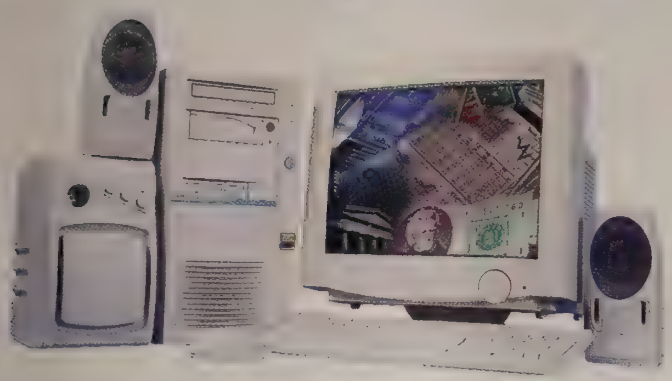

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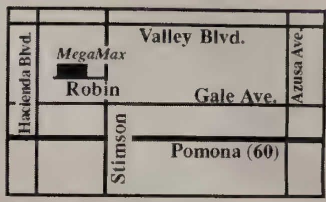

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- 8.4 GB Ultra DMA Hard Drive
- **44X** EIDE CD-Rom Drive
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- 240 Watt 3D Multimedia Speakers
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- 10 GB Ultra DMA Hard Drive
- 6X DVD
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- 8.4 GB Ultra DMA Hard Drive
- 6X DVD
- Yamaha PCI Wavetable 3D Sound
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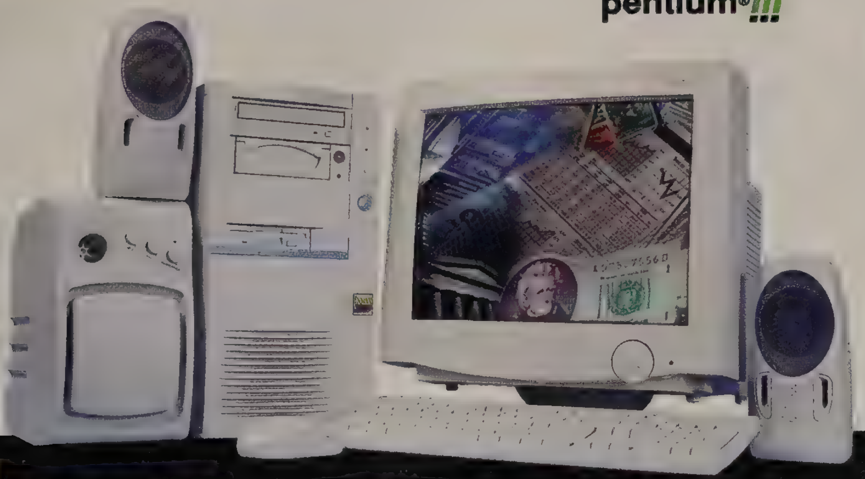

INMAX RS-450 DVD+TV System

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- 17" MAG (16.1" vis,.26 dp) Monitor
- ATI All-in Wonder Pro 16MB AGP w/ TV tuner
- 13 GB Ultra DMA Hard Drive
- 6X DVD
- Yamaha 3D Wavetable Sound
- 240 Watt 3D Multimedia Speakers
- 56K Voice/ Fax/ Data PCI Modem v.90
- Deluxe Middle ATX Tower w/ 7 Drive Bays
- 3.5" Floppy Dirve
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INMAX RS-450 3D Ultra System	INMAX RS-450 3D DVD System	INMAX RS-450 3D Multimedia System	INMAX RS-450 Workstation System
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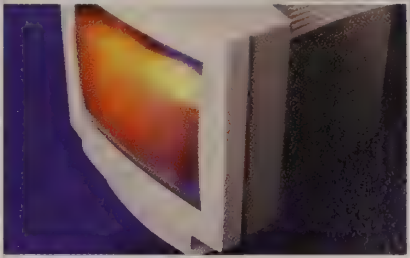

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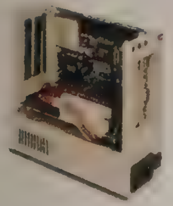

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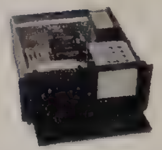

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- Lockable Front Door
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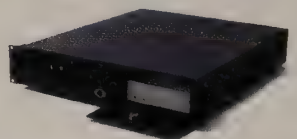

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- Up to 6 Slots PCI/ISA Backplane
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- Lockable Front Door
- 2 Ball Bearing Cooling Fans

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- ATX Motherboard (L440GX+)
- PS: DC/+12V, +24V, -48V

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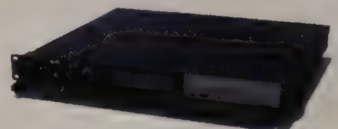

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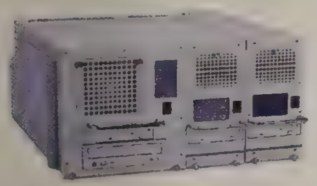

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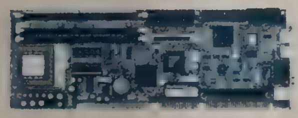

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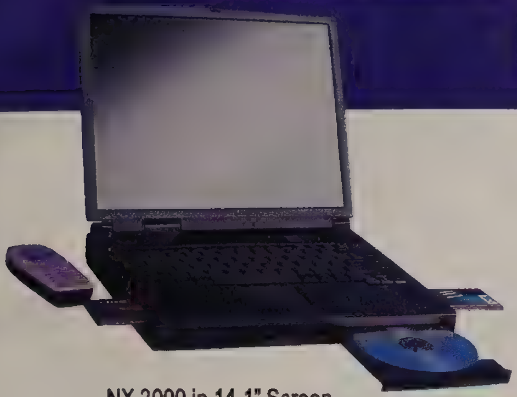

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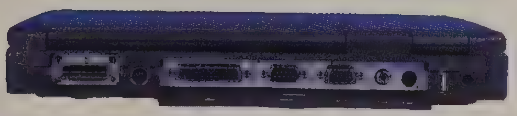

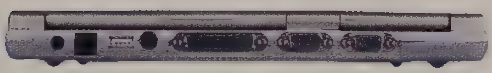

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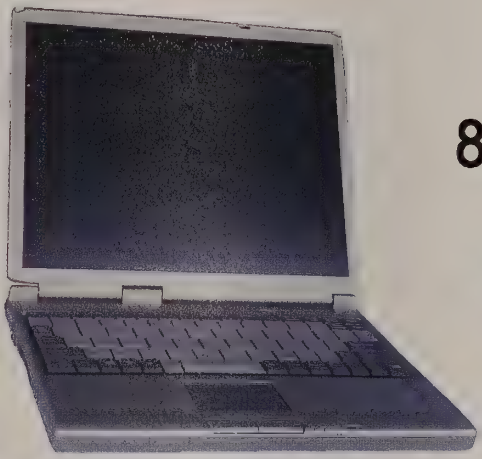

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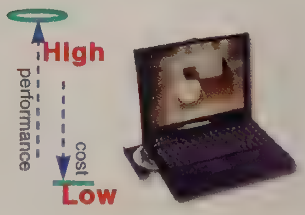

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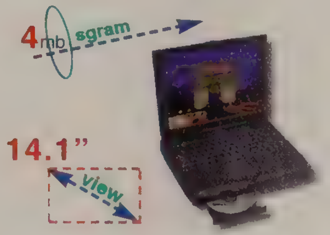
- Windows 98 CD & Manual



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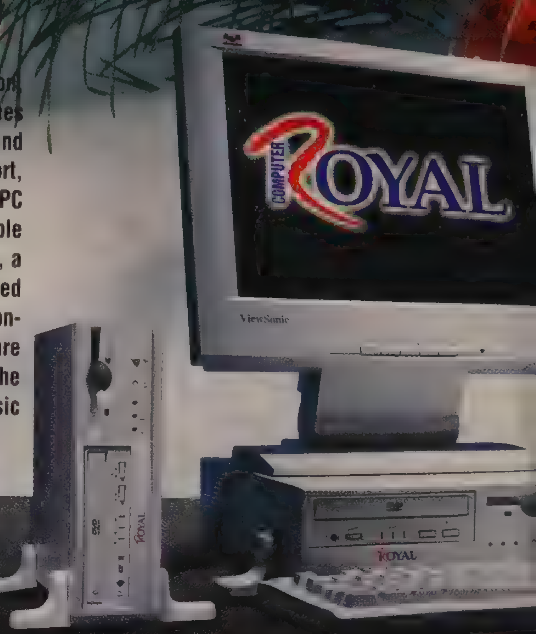

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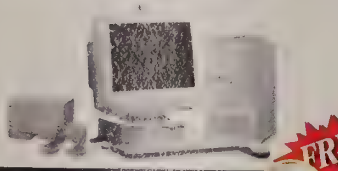

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- **MPEG-2** DVD, CD, Audio CD, VCD Playback
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- **Altec Lansing** ACS54 5-Piece Speaker Systems
- **56kbps** Fax Modem w/Voice V.90
- **FREE Digital Camera**
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  Microsoft Windows® 98
  Lotus SmartSuite Millennium Edition

Upgrade:
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- **MPEG-2** DVD, CD, Audio CD, VCD Playback
- **10X DVD ROM Drive**
  SoundBlaster Live Value 4- Channel
- **Altec Lansing** ACS54 5-Piece Speaker Systems
- **56kbps** Fax Modem w/Voice V.90
- **FREE Digital Camera**
  Microsoft Natural keyboard,
  Microsoft Intellite Mouse, USB, 2S, 1P, 1 Game
  Microsoft Windows® 98
  Lotus SmartSuite Millennium Edition

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- **10X DVD ROM Drive**
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- Altec Lansing ACS33 3-Piece Speaker System
- **56kbps** Fax Modem w/Voice V.90
- Ethernet 10/100 Network Adapter
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TOR* WITH ROYAL PC

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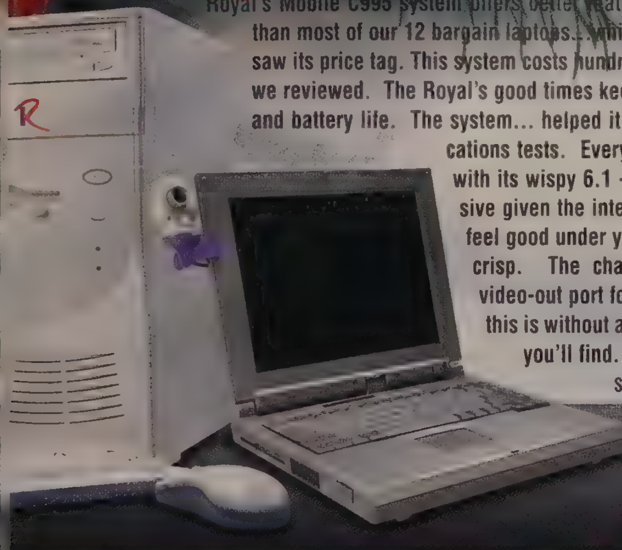
pentium III

THE CNET EDITOR'S CHOICE



Royal's Mobile C995 system offers better features, speed, battery life, and useability than most of our 12 bargain laptops... which is why we did a double take when we saw its price tag. This system costs hundreds less than any other budget notebook we reviewed. The Royal's good times keep rolling when it comes to performance and battery life. The system... helped it achieve satisfying speeds on our application tests. Everything else is smooth sailing, beginning with its wispy 6.1 - pound base weight (especially impressive given the integrated CD and floppy drives). The keys feel good under your fingers, and the screen is bright and crisp. The chassis includes a convenient composite video-out port for sending images to your TV. At $1,199, this is without a doubt one of the best notebook bargains you'll find.

Source: CNET 8/99

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EDITOR'S CHOICE

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Microsoft Windows® 98

Upgrade:
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Intel® Celeron™ Processor

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THE SMALLEST
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- AGP 3D Graphics 8MB
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- **10X DVD ROM Drive**
  R-Sonic 3D Sound, Wave-Table Synthesis
- Dual Power Amplifier Speakers
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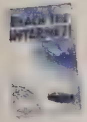

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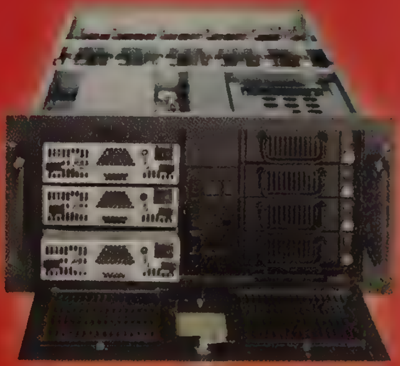

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- Complete stat reports using WebTrends

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E-COMMERCE

EXECUTIVE News Briefs

StoreRunner

STORERUNNER LAUNCHES — StoreRunner.com, which launched its online shopping service known as "one-dot-shopping," claims to offer the largest online collection of national anchor retail brands, along with local merchants. Pictured from left are Victor Oppleman II, chief technology officer; Dale Sundby, CEO; Larry McIntosh, vice president of brands and marketing; Jim Browning, senior vice president of systems and operations; and Scott Savage, senior vice president of sales and merchant marketing. (PRNewsFoto)

■ HomeGrocer.com Gets $100 Million In New Financing

Online grocery store HomeGrocer.com has secured $100 million in fourth-round financing from Amazon.com Inc., Martha Stewart and others that will be used to fund the company's expansion into 20 new locations during 2000. Besides Amazon.com, other lead investors in this private round of financing include Kleiner Perkins Caufield & Byers, Hummer Winblad Venture Partners and the Barksdale Group, the online grocer says. (Reuters)

Marketers Redefine Pitches To Net's Big Spenders

By Dermot McGrath

Since the advent of money, marketers have been dreaming up ever more imaginative ways — direct mail, price promotions, "giveaway" offers and countless other gimmicks — to separate consumers from it.

As their techniques grew more efficient and demographic data became more accessible, marketers divided up customers into distinct groupings by differentiating factors such as age, sex, race, income, education and social status. This information helped them target products at particular demographic groups, but it did not provide the means to study the purchasing patterns of individuals on a grand scale.

Now those means are available. Advances in information technology and the growth of the Internet have made it possible to learn more than ever about consumer likes, dislikes and spending habits. This knowledge has altered the traditional interaction of buyer and seller.

Using software to analyze Web traffic, marketers can gather statistics to establish user preferences and behavior patterns. Most software tools for business users can determine the Web site a user came from, the length of time the user viewed each page, and the page from which the user exited the site. Basic data like this, collated over a period of months or years, can guide an e-commerce site into significantly changing its composition and flow.

With this data, marketing analysts can predict preferences and tailor their Web sites to them, or form strategic partnerships with other e-businesses to boost traffic. Electronic retailers, sometimes called e-tailers, have the power to know who's buying online, what purchases they make and what products they're likely to want in the future.

TEENS: A CASE IN POINT

A prime example of the increasing sophistication of business-to-consumer e-commerce strategies in targeting specific demographic groups is the teenage market. A recent study by eMarketer, a New York-based Internet business consultancy, found that 26 percent of America's teens who use the Internet are spending money online. But the figures showed that the amount of money they spent online was just a small fraction of their overall spending.

"Teens as a group have significantly greater access to the Web than their adult counterparts, but they are much less likely than adults to make purchases online," says Geoffrey Ramsey, eMarketer's statmaster, who prepared the report. They spent $143 million online, just 0.25 percent of their total expenditures on products and services in 1998.

The reason behind such a trend has nothing to do with teenage frugality — and everything to do with lack of access to credit cards, particularly for those 13 to 15 years old. The conundrum for online marketers: How do you encourage teens to

continued on next page ➤

Marketers Redefine Pitches

continued from previous page

spend more money online if they don't have access to their parents' credit cards?

One company thinks it has the solution. Last April, the IcanBuy.com shopping portal, which features more than 20 online retailers, began offering toys, clothes, books, video games, CDs and other consumer goods to the teen and children's markets. The portal earns money from a small percentage of each transaction made through it.

The system lets parents pay money into e-cash wallets, which their children can use to buy products online. Paul Herman, IcanBuy CEO in San Francisco, says the site is designed to control spending habits and has built-in safeguards.

The buyer's identity is protected to prevent vendors from targeting them in the future, and the e-tailers are contractually bound not to do outbound marketing after a sale.

Parents can tailor access to the portal according to the age of the child. A 17-year-old, for instance, may be able to buy certain video games inaccessible to a younger sibling.

SMART SHOPPERS

Another catch in courting the youth market: Teens are discerning shoppers. Unlike their unwired peers, teens online are resolutely unimpressed by brand names and transparent marketing strategies. A recent study by market research firm Forrester Research of Cambridge, MA, found that online teens will buy products on the basis of activity and utility and are willing to shop around until they find what they're looking for.

Still, no one doubts that the youth sector is a lucrative market. In a published report, the Teenage Research Institute estimates consumer spending by minors at around $141 billion annually. And young people coming online at ever-increasing rates; the New York-based Internet market research firm Jupiter Communications predicts the number of teens online will leap from 4.5 million in 1998 to 11 million in 2002. The potential profits are enormous for e-tailers.

The phenomenon crosses national borders, too. A report by NOP Research of the United Kingdom shows that teens and children make up almost one-third of British Internet users, of which 46 percent have shopped online and 17 percent have made an online purchase.

Teens' most common purchases online, according to eMarketer, are predictable: clothing (34 percent), entertainment (22 percent) and food (22 percent). On average, boys spend a dollar more than girls every week ($84 vs. $83), and two-thirds of the money they spend is their own, whether earned or given by parents as an allowance or a gift.

THE BIG PICTURE

The best-selling items on the Web continue to be catalog and mail-order items, computer and entertainment products (especially books and software), financial services (particularly from online brokerages), and information and travel services.

Typically, the companies that do the best on the Internet have paid attention to demographic studies, which might explain why the appetite for demographic analysis seems insatiable. Marketers obsessively scrutinize how age, sex, education, marital status, income and geographical location affect online shopping patterns.

One firm sought to anticipate spending habits for the 1999 holiday season. Net Effect Systems, a North Hollywood, CA-based provider of real-time customer service for e-commerce sites, surveyed 1,200 online users. It found that nearly one-third of online buyers were between the ages of 30 and 39, 38 percent were 40 or over, and 29 percent were under 30 years of age. Most had college educations, were employed full-time and were married, though more single people shopped online than those widowed, divorced or separated.

E-commerce offers a challenge to the cliché that only women like to shop — at least according to one report. A study by Opinion Research Corp. (ORC) of Princeton, NJ, showed that men (41 percent) are more likely to buy online than are women (32 percent).

But another survey contradicts the ORC report. A study published in June by CommerceNet/Nielsen Media Research says that "women are now the driving force in the growth of Internet buying, as the proportion of women among online buyers increased 9 percentage points, from 29 percent to 38 percent since last summer."

The study concludes that, "Women represent 45 percent of the 9.2 million online book buyers, 28 percent of the 7.2 million CD/video buyers, 24 percent of the 5.4 million buyers of computer hardware, and 53 percent of the 4.5 million online buyers of clothing. In these top categories, the number of women making purchases more than doubled since last year."

Online shoppers also tend to be wealthier than the average citizen, with almost half (47 per-

EXECUTIVE News Briefs

HOUSEHOLD HELP — Visitors to truevalue.com, a Web site for the True Value hardware store chain, will be able to draw from a collection of hundreds of home improvement articles and features from the store's library. The site also offers seasonal tips, an expert's page and online shopping. (PRNewsFoto)

■ Federal Government To Fight E-commerce Trade Barriers

The U.S. government will vigorously oppose the erection of barriers that would unduly restrict global electronic commerce, the deputy U.S. trade representative says. "We are going to tenaciously fight for an open electronic commerce world with as few trade barriers a possible," Richard Fisher, the trade official, says. (Reuters)

■ eBay Leads $22 Million Investment In TradeOut

Online auction house eBay, in one of its first equity investments in another company, is co-leading a $22 million venture-capital investment in TradeOut.com, which runs an online market for corporate surplus materials, the *Wall Street Journal* said. eBay declined to say how big a stake it is buying, the *Journal* said. eBay Chief Executive Margaret Whitman will join the TradeOut board, the paper said. (Reuters)

EXECUTIVE

News Briefs

■ PurchasePro.com CEO Plans To Buy Company Stock

Business-to-business Internet company PurchasePro.com Inc. said its chairman and chief executive, Charles Johnson, plans to buy up to $1 million worth of the company's stock for himself. PurchasePro said in a statement that Johnson already owns about 26 percent of the company's stock. The company had 10.4 million weighted average diluted shares outstanding at the end of the third quarter. (Reuters)

■ Brookstone To Sell On Cyberian Outpost Site

Brookstone, a seller of personal care products and lawn and garden tools, says it agreed to sell its products on Web retailer Cyberian Outpost's site. Terms were not disclosed. More than 250 of Brookstone's items will be immediately accessible on Outpost home page, www.Outpost.com, with the deal continuing through the holiday shopping season. The companies have no plans of extending it, Brookstone says. (Reuters)

■ Softbank To Lead Online Car Parts Sales Venture

TOKYO — Internet titan Softbank Corp. says it will enter Japan's 3.5 trillion yen ($33.7 billion) auto parts market next year by setting up an online car parts sales joint venture with Nippon Mitsubishi Oil Co Ltd. and three other companies. The new venture, which will be capitalized at 300 million yen and start operating next May, will be owned 46 percent by Softbank's wholly owned subsidiary Softbank Commerce and 24 percent by Nippon Mitsubishi, the largest oil firm in Japan. (Reuters)

cent) generating $50,000-plus in annual income, compared with 35 percent for shoppers not online. Finally, online shoppers are more likely to reside near the Pacific coast than any other area of the country, while nonshoppers tend to live in central or north-central states such as Kansas, Nebraska, North Dakota, South Dakota, Minnesota and Iowa.

BUT ARE THEY BUYING?

Despite the media hype and self-promotion by e-tailers, not everything spins positively in e-commerce. Obstacles must be overcome before users consider online shopping a seamless, instinctive experience.

Although many use the Internet to window-shop, few actually buy things. A survey by the National Retail Federation (NRF), a Washington, DC-based retail trade association, found that nearly 70 percent of those with Internet access have used the Internet to browse or shop, yet only about half (35.4 percent) have actually made a purchase.

This result was echoed by Net Effect's finding that only 10 percent of respondents polled prefer to buy goods online, though they regularly use the Internet to check products and compare prices before buying offline. This could explain why most online purchases are low-cost, low-risk products such as books and CDs.

A related difficulty is that e-tailing does not encourage impulse buying in the way of its bricks-and-mortar equivalent. NRF found that only 30 percent of online shoppers bought a product when shopping for something else, compared with 80 percent of shoppers who bought an item in a store while shopping for something else.

"The Internet has yet to really cater for the impulse buy, though it is effective at delivery for directed shopping," says Scott Silverman, director of Internet retailing at the NRF.

To further darken the picture, an August report by Jupiter Communications found that just 6 percent of consumer e-commerce revenue is new spending. That paltry figure means that e-com is making gains mainly at the expense of offline store and mail order catalogues.

With all these mixed messages, what's a retailer or manufacturer to do? The multichannel retail approach — both an Internet presence and a traditional shopping site — "should form an entity that is more valuable than the sum of its parts," says Ken Cassar, an analyst with Jupiter Communications' digital commerce strategies.

Many traditional retailers and e-tailers will end up as forgotten casualties in the e-commerce shakeout that lies ahead. But other "clicks and bricks" retail empires may ultimately survive and thrive — providing they do their demographic homework. **M**

Dermot McGrath is a Paris-based freelance journalist specializing in the high-tech industry. He is a previous editor of *The Echo* newspaper, based in south Dublin, Ireland, and has written for a wide range of Irish and European publications. He has also contributed to *Computerworld* and *Intraware* in the United States. He can be contacted at dermot.mcgrath@wanadoo.fr.

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Memory	128MB SDRAM PC 100	256MB SDRAM PC 100	128MB SDRAM PC 100	128MB SDRAM PC 100	256MB SDRAM PC 100
BIOS	8 MB Flash EEPROM with Intel Phoenix BIOS	AMI System BIOS	AMI System BIOS	AMI System BIOS	Anti Boot Virus BIOS
Expansion Slots	Riser Card with One PCI	4 PCI / 4 ISA / 1 CPU per Segment	3 PCI / 16 ISA / 1 CPU	7 PCI / 11 ISA / 1 CPU	4 PCI / 2 ISA / 1 AGP
Chipset	Intel 824436GX+	Intel 82440BX AGP set	Intel 82440BX AGP set	Intel 82440BX AGP set	Intel 440BX AGPset
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EXECUTIVE News Briefs

Barnes & Noble Takes Stake In iUniverse.com

Barnes & Noble Inc., said it has taken a 49 percent stake in Web publisher iUniverse.com Inc. Barnes & Noble said in a statement that the stake was the company's first major investment in a book-publishing venture. Financial terms were not disclosed. Closely held iUniverse uses print-on-demand technology to publish books for new and out-of-print authors, then lists the books on its Web site as well as with online booksellers. (Reuters)

eBay, AOL Expand Auction Pact To Four AOL Sites

Internet auctioneer eBay and No. 1 Internet service provider America Online (AOL) say they will introduce jointly branded sites on four AOL sites, the latest in combined efforts by the two companies since December 1997. Joint eBay–AOL auction sites will be introduced on the aol.com site; through AOL's CompuServe budget service, which has 2 million members; its online local listings service DigitalCity; and ICQ, a youth-oriented instant messaging service. (Reuters)

Microsoft Offers Web Site For Comparison Shopping

Microsoft unveiled a new shopping Web site that uses technology to allow consumers to comparison shop across multiple stores and brands. The MSN eShop will feature online stores including 1-800-FLOWERS.COM; Amazon.com; Sears, Roebuck's sears.com; and Toys "R" Us Inc.'s Toysrus.com in time for what is expected to be the biggest online shopping season ever. (Reuters)

FAMILIARITY BREEDS REPEAT CUSTOMERS

By Julie Bort

If you haven't set up your virtual shop yet, you'd better hurry if you want a piece of the holiday shopping pie. This season, e-tailers will share a large pie indeed.

Worldwide holiday spending online is expected to triple from $4.5 billion in 1998 to $12.2 billion, according to the market research bean-counters at San Jose, CA-based Dataquest Inc. (A synopsis of the report, along with a listing of similar Dataquest reports, is at www.dataquest.com/public/static/home/n06ecsvww.html.)

If you do have a site, now is the time to evaluate it and make sure it's meeting your expectations — and those of your customers.

MEETING YOUR EXPECTATIONS...

Policies that help your site meet your expectations are called *best practices*. Your site should

- drive customers to a page where they can place an order either online or by phone or fax
- let you collect data on customers individually and analyze shopping trends

To collect meaningful information on individuals, you should be able to

- acquire names and contact information
- match customers to shopping preferences
- track which customers become repeat buyers and how much they spend

To analyze shopping trends, you should know

- the number of visits that convert to sales
- the average revenue per sale
- whether it's increasing or decreasing
- information on cyclical sales
- which products sell best — and worst
- information about the sites your customers are coming from as they enter your site
- how well advertising banners are doing

...AND YOUR CUSTOMERS'

If you want to satisfy your customers, I have a radical suggestion for you: *Stop changing your site.* I don't mean stop improving it; I mean stop overhauling it as if it were a movie that loses viewers' interest after they see it once.

Your e-tail shop should be like a grocery store. Once your customers know where you keep things, they can zip through in a few minutes. This comfort level creates an unbelievable amount of loyalty toward a site, just as it creates loyalty to a grocery store.

If you think I'm kidding, just remember this story about a grocer in Chicago. A big, beautiful grocery store, part of a new chain, was trying to break into the Chicago area. The store had it all — great meats and produce, huge selection, an attractive building, and competitive prices to boot.

But after a few months and a big splashy opening, the store started to fail. The chain owners scratched their heads. Why weren't people shopping there?

The store organized several consumer feedback groups. Through them, it learned the store was failing because, when it comes to grocery stores, the Chicago area is a "Coke vs. Pepsi" town. Almost the entire market is split between two rivals, Jewel and Dominick's.

People choose one and shop there for years. They don't try new stores because they are familiar with their own. The new rival offered devices — like cut-rate prices — but the existing stores matched them and retained their customers' loyalty.

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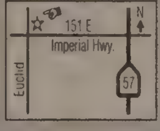

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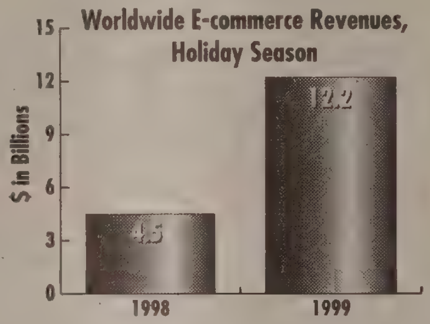
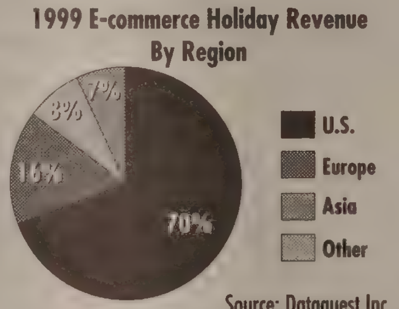
FAMILIARITY AND REPEAT CUSTOMERS

continued from page 79

End of story, at least for the new rival, which closed shop about a year after it opened. The point: Familiarity is perhaps the biggest generator of loyalty.

When I say you shouldn't change your site, I mean you should create a basic platform for how shoppers navigate, make purchases and learn about products. While you might tweak the site to add new features, you don't redesign it unless it's not generating sales — and if you reach that point, you have no loyal customers to annoy anyway.


Worldwide E-commerce Revenues, Holiday Season


1999 E-commerce Holiday Revenue By Region

Source: Dataquest Inc.

Familiarity is not the only key factor in customer comfort. While consumers are increasingly comfortable with buying online, they still harbor some lingering concerns about this new medium.

If all retailers were to put basic information about their policies in a single spot and link to it from every page, consumers would grow more confident in the vendor — and in e-tailing overall.

One group is working to establish a set of minimum standards for e-com. This effort, which goes by the lofty title of the Standard for Internet Commerce (www.commercestandard.com), is spearheaded by Ziff-Davis, best known for its computer publications, such as *PCWeek* and *PC Magazine*, and its trade shows, including the venerable Comdex.

Before I ooze like honey all over the page about this standard, here's a disclosure statement: I recently joined the working group as a founding member, which means I get to vote on the standard. My vote will be one of hundreds from founding members, who include folks from AltaVista, Schwinn Cycling, iQVC and dozens of other compaines.

Of all the areas the standards group is working on, the one that might well have the most initial impact on e-commerce is the Information Center. This idea is just plain common sense, and I heartily recommend that e-tailers adopt it immediately — even as soon as this holiday season.

The Information Center is a central depository where e-tailers post information about themselves and their policies. The minimum amount of information for a site in the Information Center is a hot topic of debate in the working group, but most members believe the standard should recommend at least

- the legal name of the e-tailer, which could be different from the online brand name the e-tailer is trying to grow
- policies on shipping prices and returns
- whether the company bills the credit card when it receives the order or when it fulfills it
- how the e-tailer provides customer service
- the supplemental services the e-tailer offers (such as extended warranties) or what third parties might offer those services

This effort could be a major step forward for e-commerce. Rather than having to learn every site, then re-learn it as sites constantly re-invent themselves, customers would have a place to easily find this information.

This holiday season proves that e-tailing is maturing into its potential. One of the ideas for its next stage is uniformity. Think about that as you evaluate your results from the season. **M**

Julie Bort, a senior editor with *Network World*, is based in Colorado. She has written for *Computer Sources, Computerworld, Client/Server Magazine, Computer Retail Week, Federal Computer Week, InfoWorld, Inc. Technology, Network World's IntraNet, LAN Times, OEM Magazine, Software Magazine, SunWorld, The Denver Post, VARBusiness*, and a foreign computer industry trades including *Australian Personal Computing, the U.K.'s Computer Weekly, Asia Computer Weekly* and *Communications International*. She also is the author of *Building an Extranet* (John Wiley & Sons). She can be reached at jbort@colorado.net.

EXECUTIVE News Briefs

■ Toysrus.com To Be Featured On AOL Shopping Sites

Online toy seller Toysrus.com and America Online Inc. (AOL) say they entered a two-year agreement that prominently places the online toy store in several areas of AOL's shopping sites. "Toysrus.com is paying for multiple listings in Shop AOL," says spokesman Joe Clark. Terms of the deal, which comes just ahead of the Christmas shopping season, were undisclosed. (Reuters)

■ US LifeTech, HK New World To Sell Medicine On Web

HONG KONG — LifeTech Enterprises Inc. of the United States and New World Group of Hong Kong say they have teamed up to develop a portal site to sell Chinese medicine. The site, in English and Chinese, will feature an online drugstore offering a range of natural health foods from China and the West, as well as conventional pharmaceuticals, a joint venture between the companies said in a statement. (Reuters)

■ Levi Strauss Web Sites To Ditch E-Commerce

Levi Strauss & Co. has decided to pull the plug on most e-commerce on its own Web site despite a widespread boom in online clothing sales, company officials say. The world-famous blue jeans maker, struggling to reverse a three-year trend of declining sales, will instead focus on selling its products through traditional stores, says spokesman Jeff Beckman. (Reuters)

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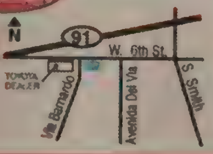

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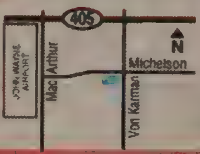

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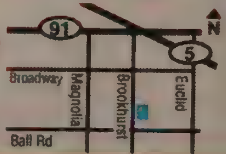

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40X SCSI CD ROM
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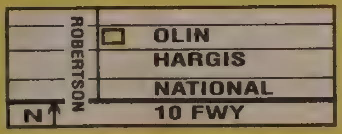

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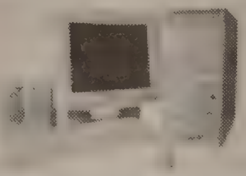

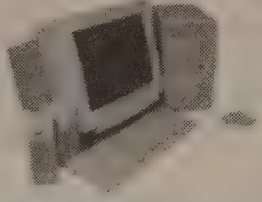

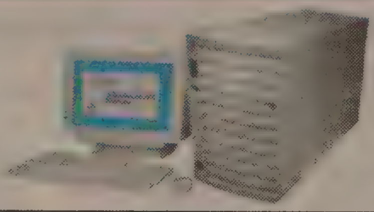

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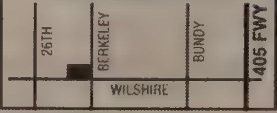

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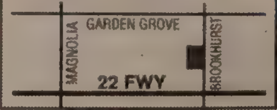

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- 128MB PC-100 SDRAM
- Diamond or ATI 8MB AGP Video Card
- 10.1GB Ultra/ATA Hard Disk Drive
- 1.44MB Floppy Disk Drive
- Toshiba 6X DVD Drive
- PCI 32-bit SoundBlaster Compatible Sound Card
- 56K V.90 Fax/Modem w/Voice
- 17" SVGA .27mm Monitor
- 480 Watts Stereo Speaker
- Windows98 Enhanced Keyboard & PS/2 Mouse
- ATX Medium Tower Case
- Windows98 CD & Manual Operating System

Pentium III 450MHz ---------------	$1199.00
Pentium III 500MHz ---------------	$1249.00
Pentium III 550MHz ---------------	$1399.00
Pentium III 600MHz ---------------	$1649.00

Pentium II & III Super Station

- Intel 440BX Chip 100MHz Motherboard
- 128MB PC-100 SDRAM
- ATI Rage Fury 32MB AGP Video Card
- IBM 13.5GB U/66 7200 rpm Hard Disk Drive
- 1.44MB Floppy Disk Drive
- 45X EIDE CD-ROM Drive
- SoundBlaster 128 PCI Sound Card
- 3COM USRobotics 56K V.90 Fax/Modem
- Viewsonic E771 .27mm SVGA Monitor
- Amplified Speaker w/Sub-Woofer
- Windows98 Enhanced Keyboard & Microsoft PS/2 Mouse
- ATX Medium Tower Case
- Windows98 CD & Manual Operating System

Pentium III 450MHz ---------------	$1399.00
Pentium III 500MHz ---------------	$1449.00
Pentium III 550MHz ---------------	$1599.00
Pentium III 600MHz ---------------	$1849.00

Pentium II & III SCSI Station

- ASUS P2BS 440BX w/U2W SCSI Motherboard
- 128MB PC-100 SDRAM
- Diamond Viper V770 AGP 32MB Video Card
- IBM 9.1GB U2W SCSI 7200 rpm Hard Disk Drive
- 1.44MB Floppy Disk Drive
- Toshiba 40X SCSI CD-ROM Drive
- SoundBlaster Live Value Sound Card
- 3COM USRobotics 56K V.90 Fax/Modem
- 19" SVGA .26mm Monitor
- Amplified Speaker w/Sub-Woofer
- Windows98 Enhanced Keyboard & PS/2 Mouse
- ATX Medium Tower Case
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Pentium III 450MHz ---------------	$1999.00
Pentium III 500MHz ---------------	$2069.00
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Maxtor 10.2GB
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- Carrying Bag & AC adapter
- Windows 98 Add $90

AMD

AMD K6-2 350	**$1,435**
AMD K6-2 400	**$1,445**
AMD K6-3 400	**$1,505**

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- Built-In 1.44MB FDD
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Celeron 366	**$1,585**
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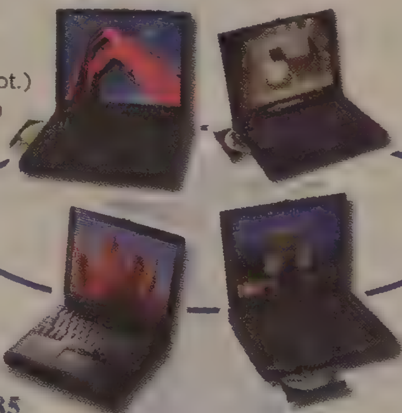

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AMD K6-II 400	**$565**
AMD K6-II 450	$ 585
AMD K6-III 400	$ 635
AMD K6-III 450	$ 675

Smart SYSTEM 3

- **Intel Celeron** CPU
- Pentium motherboard
- 64 MB PC100 SDRAM
- 6.4 GB U. D. Hard Drive
- 1.44MB Floppy Drive
- 17' NI. .27 Monitor
- 3D/2D w/ 4 MB Video Accelerator
- 44 xSpeed CD-ROM
- 3D Wave Table Sound Card
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Celeron 400	**$605**
Celeron 433	$ 615
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- 1.44MB Floppy Drive
- SVGA 3D AGP w/ 8 MB SGRAM
- 44 xSpeed CD-ROM
- 3D Wave Table Sound Card
- 100w Hi-Power Speaker
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- 10/100 Network Card
- Mid ATX Tower Case
- 105 Key Win95 Keyboard, Mouse
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Pentium III 450	**$515**
Pentium III 500	$ 555
Pentium III 550	$ 675

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- **Intel Pentium III** CPU
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- 128 MB PC100 SDRAM
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- 1.44MB Floppy Drive
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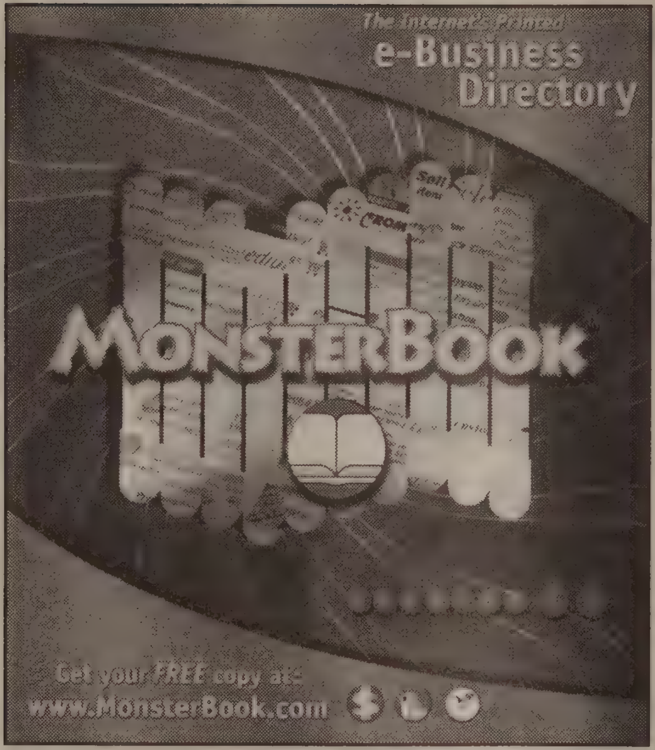

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MonsterBook.com announced its integrated print and online e-commerce search service, which includes the *MonsterBook*, an Internet printed e-commerce directory, and the Find-Engine. With 1.3 million printed directory subscribers to date, MonsterBook.com plans to complete its e-commerce offerings this fall with the launch of MonsterCity.com and MonsterMoney, an integrated marketplace designed to make e-commerce available to every individual and business.

OpenMerchant

Idealab! unveiled its Linux venture, OpenSales Inc., to offer open source e-commerce software called OpenMerchant, a free retailing catalyst, which can be deployed on Linux, Solaris, UNIX and Windows NT platforms. The company will also offer a wide range of support and complementary services for users of the OpenMerchant. The services will include system clustering, database management and the company's Jump-To technology, which tracks interest in products and purchasing patterns. For companies with limited resources, OpenSales will provide services to manage any or all of OpenMerchant's free modules that can process thousands of Web transactions per second on inexpensive clusters of systems, the company says.

BankTone Wallet

Globeset Inc. announced its BankTone Wallet is available through selected channel partners. This server-based wallet resides on the financial institution's side of the electronic transaction, where the institutions hold the consumer's personal information, such as account number, balance, name, address, access codes and other closely held data. To use the wallet service, consumers need to complete a universal order form (UOF) with their preferred carrier. This record is permanently recorded and securely stored by the institution for ready access and use by the wallet holder. By clicking the onscreen activation button, users can open their BankTone Wallet and have instant connectivity to purchasing at more than 1,000 online merchants. By processing orders through financial institutions and card issuers in a process called Agent Mediated Commerce, cardholders can be certified instantly as having good accounts.

continued on next page ➤

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BankTone Wallet
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New Products

continued from previous page

OneCommerce

OneSoft Corp., a provider of Internet commerce software, announced its OneCommerce software, which enables its users to extend their businesses through the Internet. It provides a complete Internet commerce package including content management, target marketing and personalization, sales and order processing, and customer account and relationship management. OneCommerce puts the control of an online business in the hands of the business managers, while providing a level of personalization and support that transforms a business from a commerce site to a customers' preferred destination on the Internet.

OfficePort Appliances

OneWorld Systems Inc. announced the OneWorld OfficePort family of network communications appliances, designed to handle the Internet access, routing, remote access, fax and network modem pooling needs of small businesses. The appliances provide investment protection to small but growing businesses (from five to 300 employees) that don't want to throw out their communications systems and rebuild from scratch every time they hire more employees or need more bandwidth. The appliances are available in both analog and digital models. The analog model is an entry-level WAN product. The digital model combines 56K analog modems and ISDN dial-up. Businesses can later expand OfficePort Digital with two additional 56K modems, up to three additional ISDN ports and broadband digital technologies such as DSL.

Shadow Product Family v 4.5

Neon Systems Inc., a provider of enterprise access and integration, security, and subsystem management software, announced availability of its Shadow Product Family v 4.5, including the Shadow Direct and Shadow OS/390 Web Server. The product has been revised to better support client/server and Web application servers such as Ardent DataStage, BEA Tuxedo, BEA WebLogic, Forte, and SilverStream Application Server. Additional functionality includes a Shadow Web Interface for Internet access to the Shadow ISPF facility and support for industry-standard tools such as PowerBuilder and VisualBasic.

ecomSuite

ecomXML Inc. offers a suite of e-commerce products ranging from the ecomTalk Server, which offers secure EDI/back office integration, to ecomFrontier, which enables e-commerce transactions with catalog automation. This ecomSuite is for companies that need to expand their business-to-business global reach. Another product is the ecomCatalog Automation, which transfers a catalog database into an XML-based, open standard for display on the ecomFrontier. Trading partners and customers view and execute business transactions directly from the storefront. Suppliers can qualify new trading partners and tailor service offerings as required. The server transforms and routes documents from the client side into the formats that are relayed and understood by legacy back-end systems.

Pop!Up Surveys

CustomerSat.com Inc., a provider of market research products for the Internet, has released its PopUp-on-Exit and Standard Pop!Up Web site surveys. The surveys appear to visitors while they are visiting specific pages. Standard Pop!Up solicits feedback from visitors before they enter a site; PopUp-on-Exit surveys appear to visitors when they leave a site from any page. PopUp-on-Exit avoids interfering with the visitor's experience of the site and gathers feedback on the visitor's experience when they are finished and exit a page. Both surveys are activated by installing a few lines of HTML.

Embrace

OutReach Technologies, a provider of Web-based communications software, announced Embrace. By bringing live voice and human interaction to e-business applications, Embrace can improve online partner collaboration, customer relationships, and directed e-commerce. Embrace is based on Enterprise Collaboration Object Model (ECOM) architecture. Open and extensible, the ECOM architecture enables commerce ISVs, systems integrators, service providers, and portal hosts to provide answers that enable synchronized live voice- and data-sharing on the Internet. Users need only a Web browser and a telephone to participate in live, interactive Web sessions. An online help system provides support for distributed users. **M**

WHERE To Buy

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ONESOFT CORP.
(800) 687-0971
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Ergonomic Mouse
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DVD 6X
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Key Board Win 98 Compliant
Amplified Sound Super Speakers
Ergonomic Mouse
ATX Mid Tower Case w/250 WATTS P/S

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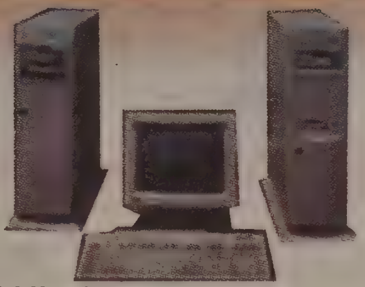

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- ATI Xpert 128 AGP 16MB 2D/3D/DVD Graphics
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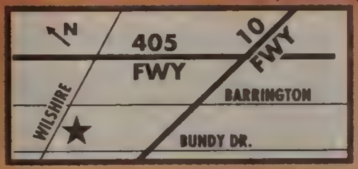

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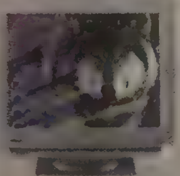

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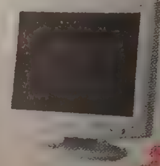

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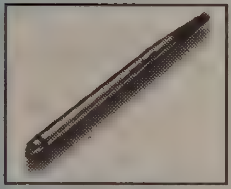
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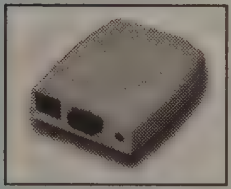
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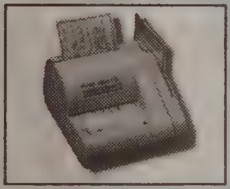
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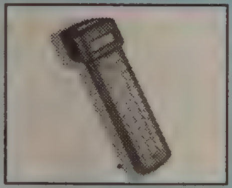
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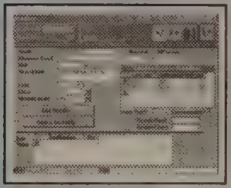
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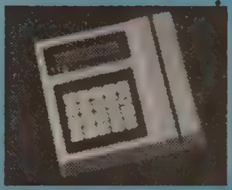
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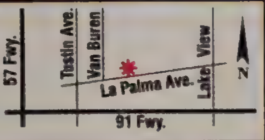

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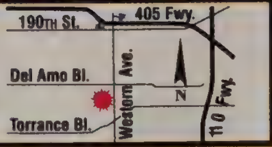

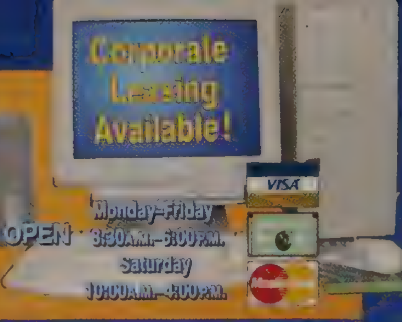

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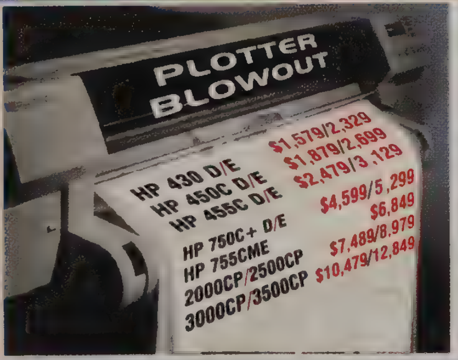

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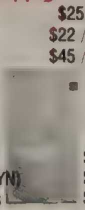

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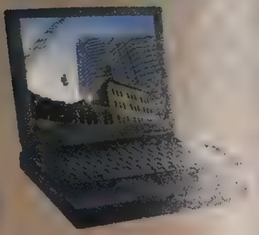

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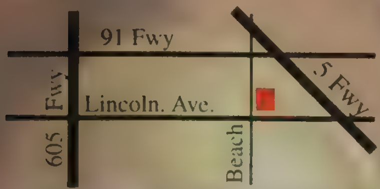

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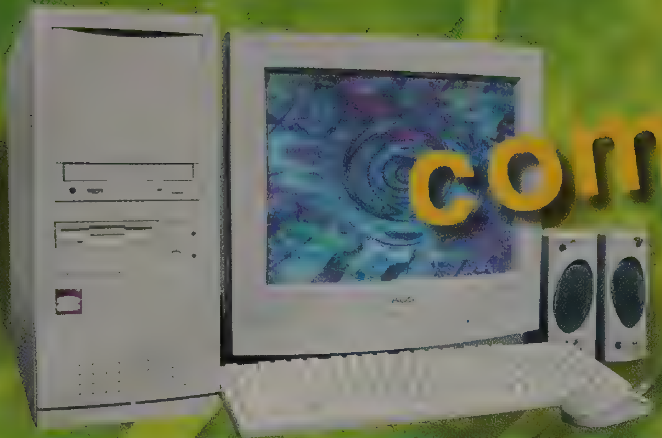

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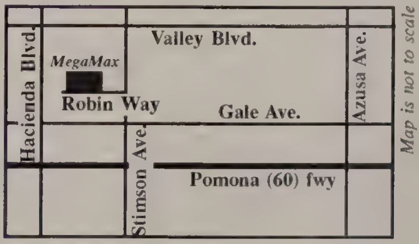

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MAKING TECHNOLOGY PAY

Net Sales Could Tax Merchants, Too

By Rick Cook

Death and taxes are the great inevitables, but we don't pay sales tax on Internet commerce — well, at least not usually and not for now. We're in the middle of a three-year moratorium on sales taxes on e-commerce, thanks to a law Congress passed in 1998.

But it isn't going to last. Already a federal commission, appointed by the same law, is looking at how to tax commerce on the Internet. And state, city and county officials all over the country are noisily slavering after what they see as a new source of revenue.

Unfortunately, many of the people making noise on the issue don't understand the problem. And if someone doesn't educate these folks in a hurry, we're going to have a world-class mess on our hands. We will probably end up paying something like sales tax on at least some Internet transactions.

Maybe it's only fair that we do pay sales tax for Internet purchases. After all, we pay tax on items we purchase locally, so why not on the Net?

Fine. But how much tax do you pay as the online merchant making the sale? And whom do you pay it to?

This is a classic case where the devil is in the details — and those details promise to turn Internet taxes into Retail Hell for online merchants. The problem with Internet sales taxes isn't the idea of taxing e-commerce. It's the legal, regulatory and bookkeeping nightmare American sales taxes create for the online merchant. The costs of collecting and remitting these taxes could total more than the taxes themselves.

That's taxes, plural. The root of the problem is that there are anywhere from 6,500 to more than 30,000 taxing jurisdictions in this country — no one seems to know for sure. Each of those jurisdictions has a different tax rate and a different place to remit the money, a different remittance schedule and who-knows-what other differences. Often a single sale will involve paying tax to three or more jurisdictions, such as a city, county and state.

If sales taxes are applied to the Internet, every electronic merchant would be responsible for collecting the taxes for each of those jurisdictions.

Not only the tax rates differ, but so do the rules on what is and isn't taxed. In Arizona, for example, food you buy in a grocery store isn't taxed — unless it's ready-to-eat from the store's deli, which *is* taxed. I've gone into a convenience store in Arizona and bought a six-pack of soft drinks off the shelf and a bottle of the same drink out of the cooler. I was

continued on next page ➤

EXECUTIVE

News Briefs

BIGGS MAN ON CAMPUS — Larry Biggs, CEO of MAX Internet Communications, demonstrates business and entertainment applications of the MAX i.c. Live Video Communication Station at his office. The multimedia appliance enables true-motion, two-way communications over the Internet. Photo by Tim Sharp. (PRNewsFoto)

■ Everdream Plans New Support Service

Traditionally, customers buy a computer and then sign up for a service program — either onsite or service center–based. But Everdream, a Mountain View, CA-based startup, is taking a different approach. For a 30-month, $150 monthly subscription fee, the company provides a relatively high-end computer, complete with Microsoft Office, Quick Books and ACT, three of the most popular business applications. The company backs up all user data nightly through the Internet. If subscribers have hardware or software problems with this system that cannot be fixed by a tech support phone call, the company overnights a replacement computer to the user. The company is at www.everdream. com.

Making Technology Pay

continued from previous page

charged sales tax on the single bottle from the cooler, but not on the six-pack.

This is all familiar territory to me. As a newspaper reporter who spent a lot of his working life in urban areas with a patchwork of jurisdictions, I can tell you that these tax battles can be ferocious, fractious and just plain nasty. Communities have been fighting each other and unincorporated adjacent areas over this issue for years. Once the principle of Internet sales taxes is accepted we can expect cash-starved governments to go after Internet merchants — with a vengeance.

Ignorance isn't going to protect you. In every jurisdiction it is the merchant's responsibility to collect these taxes, and the merchant is liable for them whether they are collected from customers or not.

Don't assume the authorities won't come after you, either. Tax collectors have hit flea markets and yard sales. And of course, a law of taxation says that the harder a tax is to collect, the harder the authorities come down on the poor sods they catch — no matter how innocent their motives.

The people pushing for Internet sales taxes airily dismiss these problems by pointing out that software can help merchants keep track of what taxes apply. This is another indication that they're completely clueless about the magnitude of the problem they want to foist off on us.

All the problems I've mentioned so far apply even when the law is firmly settled on who has to pay taxes on which transactions.

But after more than 50 years of trying, the law isn't even firmly settled on mail order sales. This gets into the problem of establishing a taxable presence in a jurisdiction, what lawyers call *nexus of doing business*. If you don't have a nexus, you don't have to charge sales tax. States and mail order companies have been arguing over what constitutes a nexus for half a century, and the issue has been to the Supreme Court more than once.

If the issue isn't settled in the mail order industry, imagine what will happen with online sellers. It will take years to sort out, and merchants will either be collecting and remitting those taxes under protest or will face huge liabilities if the taxing authorities win.

This confusion is part of the reason that Barnes and Noble, which has physical stores and hence a nexus in all 50 states, spun off its online bookselling business as an independent company, which doesn't have a nexus in most states.

Another problem is that people don't want to pay sales taxes, and many will avoid them when they can. The merchant will have to verify the location of every customer, and some customers will lie about where they live to make merchants think they owe little or no sales tax. The way the rules work, merchants will be responsible for catching these frauds. If they don't, they can get socked with a hefty additional tax bill and possibly penalties.

The obvious solution — charging tax based on the location of the merchant rather than the seller — doesn't work. Unlike a storefront, an e-business can be run from any place with a phone line. And a lot of nice places in the United States don't charge sales tax.

I saw this principle illustrated on a small scale when some cities in my metropolitan area considered charging sales tax on professional ser-

WHERE TO FIND NET TAX INFORMATION

The logical place to start looking at the issue of Internet taxes is the Advisory Commission on Electronic Commerce, which includes instructions on how to submit comments in its FAQ. It is at www.ecommercecommission.org.

To see what the issue looks like from the taxers' point of view, see a 1998 *Governing* magazine article at cox.house.gov/nettax/governing.html.

Rep. Christopher Cox is one of the most vocal opponents to sales taxes on the Internet; his Web site includes a page to keep you updated on the issue at cox.house.gov/nettax.

One group that doesn't want any Net taxes is Americans for Tax Reform. Its Web page, with updates and background information, is at www.atr.org/nonettaxes.htm.

Another group that opposes Net taxation is the Cato Institute, a conservative think tank. An essay arguing against Net taxes is on its Web site at www.freetrade.org/pubs/articles/al-4-12-99.html.

EXECUTIVE News Briefs

ON THE ROAD AGAIN — MG Solutions is taking the European Automotive Industry to a new Autobahn — the so-called Information Highway. Marketing will be expansive for the MG Solutions' ePlan-IT, screen saver and planner that can display specific company information as well as remind the consumer of appointments, automotive service, aftermarket products and ongoing marketing opportunities. (PRNewsFoto)

■ Online Postage Provider's Move Countered By Top Rival

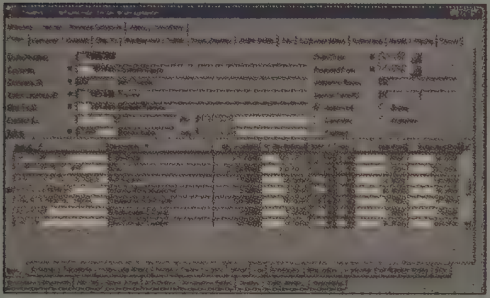
The battle for supremacy in Internet postage heated up as E-Stamp Inc. engaged in a marketing blitz and Stamps.com Inc. made a hefty acquisition. E-Stamp, based in San Mateo, CA, kicked off an $80 million television, online and print advertising campaign aimed at winning over small businesses. Stamps.com responded by acquiring iShip.com, a leading provider of Internet-based shipping technology. (Reuters)

■ HomeStore.com Loss Narrows, Ad Base Widens

Online realty service HomeStore.com Inc. says it cut its third-quarter losses and beat Wall Street estimates as its subscriber and advertising base widened. HomeStore, based in Thousand Oaks, CA, says its pro forma loss for the three months ended Sept. 30 came in at 23 cents a share, less than the 28 cents it lost in the same period last year. (Reuters)

EXECUTIVE

News Briefs



THE LATEST PROPHET — Prophet 21 Inc. announced the general availability of Prophet 21 Wholesale 7.0. This latest release from Prophet 21 offers wholesale distributors powerful new XML-based business-to-business communications, electronic commerce eStore integration and graphically oriented decision-making applications. (PRNewsFoto)

■ GM To Pressure Suppliers To Use New Web Site

General Motors Corp. says it will move all of its $87 billion in annual purchases to its new e-commerce Web site within about two years and would pressure its suppliers to follow suit. "I would say by the end of 2001, we're going to expect all of General Motors' purchases to go through this site, and we would also expect our suppliers to be as actively engaged," says Harold Kutner, GM group vice president of worldwide purchasing. (Reuters)

■ eBay Plans To Start Holding Business-To-Business Auctions

BERLIN — Internet auction site eBay Inc. says it is expanding into online business-to-business trading and has chosen Germany as its first test market. Oliver Samwer, one of three brothers who founded German auction site alando.de AG and sold the company to eBay in June, told Reuters in an interview that its eBayPro platform would allow companies to offer products and services in more than 2,000 categories to other firms for bidding. (Reuters)

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vices. The reaction from doctors, lawyers and accountants was to get ready to move to neighboring cities. Ultimately, the economic harm was so obvious that none of the cities considering charging the tax ever did.

If jurisdictions want to make Internet merchants charge sales tax, they will need a method that lets the merchants charge the tax at a single rate and remit it to a single source — kind of an ASCAP for sales taxes. (ASCAP, the American Society of Composers, Authors and Publishers, collects royalties for music performed in public and remits them to the artists and record companies under a complex formula. It offers a big advantage: Those who owe royalties pay at a single rate to a single entity.)

This single-source approach would put the complexity and problems on the shoulders of the people who get the money — where it belongs.

GET INVOLVED

To their credit, the federally appointed panel considering Internet taxes, the Advisory Commission on Electronic Commerce (ACEC), seems to have some grasp of the potential for a bureaucratic nightmare this change would involve. It also understands that the policy for the change isn't something we have to decide right now.

But the commission, like the federal government, faces intense pressure to let governments start taxing the Internet. Most of the people applying that pressure clearly don't, or won't, understand the complexity of the problem.

Normally, I find political and regulatory issues about as appealing as a dead cat. After my exposure to them as a reporter, politicians make me break out in hives. But as politicians consider taxing Internet commerce, I feel the need to give them guidance. Without it, our elected officials are likely to step into the proverbial steaming divot.

Let your congressman and senators know how you feel. **M**

Rick Cook has been writing about computers and high technology for more than 15 years. He has written for *Barron's, Byte Magazine, VARBusiness, Omni, Popular Science, High Technology, Aviation Week, Space Technology, Digital News & Review, SunWorld, JavaWorld, LinuxWorld, Managing Automation, Datamation, InfoWorld, Mangajin* and others. He learned Fortran on an IBM 1620 before becoming a newsman. He is the author of seven science fiction and fantasy novels. You can reach him at rcook@bix.com.

Internet Companies Invest In Branding

By Andrea Orr

From the beginning, Internet companies have warned investors that they would forgo short-term profits in favor of long-term investing to build their businesses and their brands. But after endorsing this strategy for months, some investors now wonder how much spending is too much.

The stocks of two Internet companies fell sharply a day after they released earnings reports that looked strong on the surface but predicted spending on sales and marketing would accelerate.

Shares of technology site CNET Inc., which is planning to spend $40 million on advertising in its fourth quarter, fell by $6.19 to $47.38 the day earnings were released. The Internet technology company Inktomi Corp., which also said it would spend more on sales and marketing, tumbled by $17.44 to $103.06 per share. Both companies reported revenue growth and smaller losses than forecast, but investors focused on their budgets.

CNET and Inktomi aren't the only companies spending on marketing. Amazon.com Inc. has repeatedly deferred profits to invest in its brand, putting $86 million into sales and marketing in the latest quarter. And AltaVista, now overhauling its bare-bones Internet portal into a flashier service, plans to put $120 million into advertising between now and July to build a strong brand identity.

"It's fine to a certain extent, but when does it stop?" asks Darren Chervitz, senior analyst at the Jacob Internet Fund in New York City. "I absolutely understand the important reasons to advertise, but it does worry me. You wonder if companies will have to turn off the spigot at some point."

CNET, which unveiled a $100 million advertising campaign in the summer, said it would accelerate spending, with $40 million allocated for the fourth quarter. That's a major outlay for a company whose third-quarter revenues totaled $28.4 million.

Still, analysts said they were more comfortable with CNET's ad campaign than with those of other companies. "CNET is a company that was making profits, but if you ask the vast majority of people, even those who are tech-savvy, if they know CNET, maybe they do and maybe they don't," says Chervitz. "It may pay to try and build an enduring brand name, but it's scary." (Reuters) **M**

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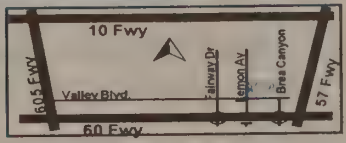

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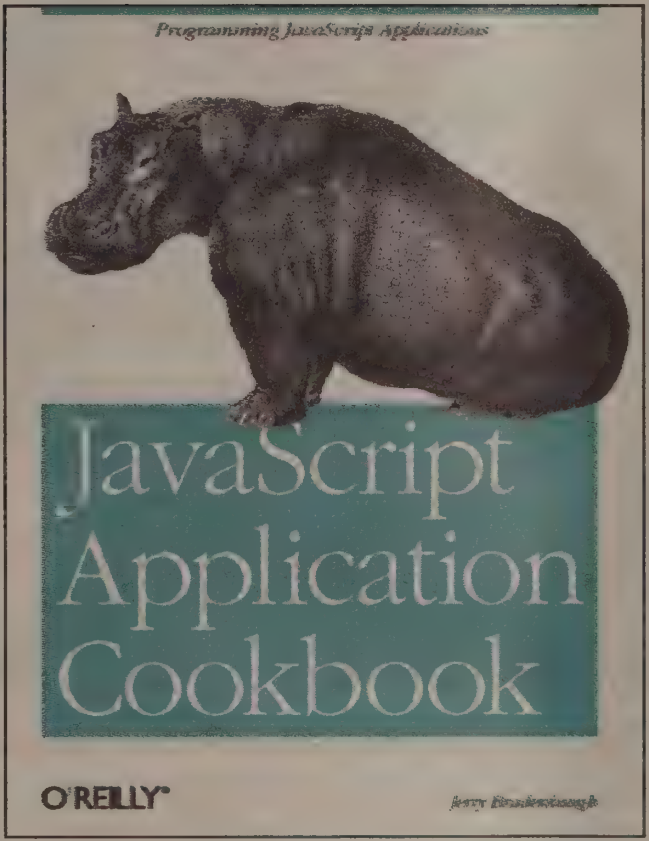
Programming JavaScript Applications
JavaScript Application Cookbook
O'REILLY
Jerry Bradenbaugh

JavaScript Application Cookbook

JavaScript Application Cookbook

Following in the footsteps of *Perl Cookbook,* O'Reilly & Associates announced the publication of the *JavaScript Application Cookbook* by Jerry Bradenbaugh. It provides the reader with ready-to-use applications that address common Web-development needs. The book includes applications such as a client-side search engine, online test administration and cookie-based user profiles. O'Reilly's Cookbook format will save the reader hours of programming time, according to the company.

Apropos Version 4

Apropos Technology introduced Apropos Version 4, which lets call center supervisors handle e-mail, fax, Web callbacks, voicemail and sometimes even abandoned calls. With its Web Callback and Web Chat features, Apropos users can put a connect button on a Web site that lets visitors to the site connect to the call center immediately via voice or a chat session. The customer and the call center agent can browse together, and the call center agent can push pages to the customer. The Apropos Report System captures these interactions and other communication with the call center. The call center can set priorities for moving certain interaction types to the top of the queue, and supervisors can establish protocols for handling Web contact.

Help Desk Services

Support Technologies Inc., providers of help desk services, offer three options for for customer service help: CommandControl, an outsourced help desk; CustomControl, an insourced help desk; and NightWatch, an after-hours help desk. CommandControl is for companies seeking a help-desk-outsourcing partner. CustomControl is for companies that appreciate some aspects of traditional outsourcing but want to maintain local control of their help desk operations. NightWatch, the after-hours service, is designed for clients who operate their own help desks during normal business hours but want their help desk services to be available to employees or customers at all hours.

continued on page 117 ➤

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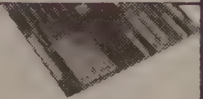

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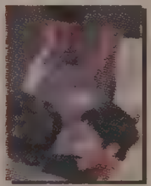

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New Products

continued from page 113

Support123.com

Support123.com announced the release of its Web-based technical support service. The site is now registering customers and support engineers. Support123.com is designed as a fast and easy way to provide people-to-people online technical support, the company says. The service caters to businesses and individuals. Customers describe their computer problems for independent technical support specialists, and the firm's IntelliMatch software finds and presents the most appropriate computer specialists available. Support123.com sets the Web service guidelines, and the support engineers and customers register to use it. The Web site handles registration, problem entry, expert matching, problem tracking, expert rating and payment processing.

Obvious Media Publisher And Media Viewer

Obvious Technology has developed Obvious Media Publisher and Obvious Web Viewer, tools for distributing, storing and accessing multimedia content for the Web. These products extend the company's Obvious Media Manager product. First Manager integrates HTML, text and graphics into video segments, then Publisher automates conversion of this rich-media file into a format readable by standard Web browsers. With the Viewer, clients can view video and integrated multimedia content without having to download an executable application or install a plug-in for their browser. Using Publisher and Media Viewer, Web sites become search and retrieval tools for published media-rich OBVI content.

k-Commerce Support Enterprise

Inference Corp. announced k-Commerce Support Enterprise 1.0, a scaleable, Web-based customer service and support application that replicates the experience of customer service representatives. The multitier architecture, built on the BEA WebLogic application server platform, lets k-Commerce Support Enterprise components run on one server or across many servers for more flexibility. Direct connectivity to Lotus Notes and Microsoft Site Server provides immediate access to support libraries, product development databases and existing documents. It is available immediately under Inference's new Hosted Solutions program. Customers who opt for this application service provider model pay a setup fee of $20,000. Monthly fees start at $4,000 and vary based on the number of self-service sessions.

NetMAX WebServer

Cybernet Systems Corp. announced NetMAX WebServer, its Linux-based, Web server appliance software that simplifies Linux Web server installation and management and delivers Red Hat OS and other applications, like the Apache Web server and Sendmail. The company says a user can set up a NetMAX WebServer system in about 15 minutes. It uses custom configuration code, tight component integration, and an advanced graphical HTML interface to simplify setup of a Web, e-mail and FTP server. Everyone on the network can access files stored on the server, regardless of which operating system they run, so Web development teams can be platform-independent. The NetMAX WebServer also provides FTP service to Windows, Macintosh and UNIX clients.

PrimeTime Insight

Blue Pumpkin Software, a provider of work-force management products, announced the addition of PrimeTime Insight, the first in a series of Web-based work-force management products, to its PrimeTime product line. Designed to bring work-force management directly to the workers themselves, PrimeTime Insight lets contact-center agents have real-time, browser-based access to scheduling information through the Web. Customers will be able to streamline and improve the communications processes between contact center management and staff. Time and resources previously dedicated to manually distributing schedules can be reduced, while agents can view their schedules efficiently, even in the midst of the rapid pace of daily contact-center activity.

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Storage Networks Offer Alternative To Local Disks

By Mark Ferelli

As midsize businesses create, maintain and store ever more data, IS managers in companies of all sizes are finding that storage means more than just a collection of disk, tape or optical drives. Many planners are looking at networked-attached storage — specifically a storage area network (SAN) architecture — as a long-term strategy for backup and archiving.

But SANs are not for everybody: Alternatives exist for capacity planning and business continuity. Businesses of all sizes should analyze their needs and budgets carefully before hopping on the SAN bandwagon.

A SAN is simply a network of storage devices. Just as a local area network (LAN) links computers and peripherals, a SAN connects disk arrays, CD-ROM towers and backup automation devices such as tape libraries. But a SAN does more: It forces IS organizations to change the way they think of mass storage. It demands thinking about subsystems.

> BEFORE STORAGE OUTSOURCING CAN ESTABLISH A FOOTHOLD, IT NEEDS TO INSPIRE WARM, FUZZY FEELINGS IN THE IT COMMUNITY

The SAN environment is usually, but not always, based on Fibre Channel (FC) technology, hardware and software. A host bus adapter, hubs, switches, and SCSI-to-FC bridges that link traditional SCSI peripherals are part of the action.

Fibre Channel brought 100Mbps performance to peripheral I/O; it runs slightly faster than Ultra Wide SCSI-2 (80Mbps) and five times faster than the prevailing standard, Fast/Wide SCSI 2. Yet even more important than Fibre Channel's bandwidth boost is its flexibility. An FC SAN can support up to 126 devices on a single FC-arbitrated loop. And the emerging new generation of switching topologies should make it possible to have full 100Mbps pipes to each device on the SAN.

PRACTICAL LIMITATIONS

SANs might become the technology of choice for storage management, but the future isn't here yet. SANs are so new that many vendors have not had a chance to develop their products fully, let alone address the overarching problems of interoperability.

One of the long-time problems of network storage — the backup bottleneck — remains in the SAN environment. Networks stagger under the

continued on next page ➤

EXECUTIVE News Briefs

■ Telia/Telenor Prepares For IPO, Looks At U.S.

STOCKHOLM, Sweden — The telecom giant created by the merger of Sweden's Telia and Norway's Telenor wants to list in the United States when it launches the Nordic region's biggest stock offering in April, officials say. Arne Berggren, project leader for the merged group's IPO, told Reuters that no final decision had been made but the group was on course to make an initial share offering — which will amount to 20 percent of its value — in April. (Reuters)

■ Oracle, Siemens Hook Up To Link Company Data

Database software giant Oracle Corp. and German phone equipment maker Siemens AG are joining forces to develop products that will link data stored across myriad digital directories at corporations. The two announced the effort, products from which are expected by June at the latest, earlier this month. (Reuters)

■ FAA Declares U.S. Airports Y2K-Ready

All 565 U.S. airports subject to federal oversight have met safety and security requirements for the year 2000 rollover, the government said in a report. The Federal Aviation Administration said it had established the Y2K readiness of airports served by aircraft with more than 30 seats through interviews, site visits and contingency-plan reviews. (Reuters)

Storage Networks Offer Alternative

continued from previous page

load of backup traffic. There is just too much data, and the problem of the need for a backup window has not evaporated with the advent of SANs.

In the past, administrators found a backup window, typically a third shift where computer usage was low. But now, with the 24x7 demands of the modern enterprise, it's difficult to find a window without creating unacceptable downtime.

In the view of IS, the goal of backup is to offload servers and networks from maintenance tasks so they can serve the suite of applications that support the business. But often administrators are tempted to implement a SAN rather than a direct-attached approach after they hear vendors claim that using a SAN improves performance.

Administrators should carefully scrutinize these claims. Practical usage might show no performance improvement at all, due to possible I/O bottlenecks or performance that does not meet expectations.

What's more, like its IT predecessors, the SAN industry faces the issue of open vs. proprietary systems. User organizations want to operate in an open storage environment where they can mix-and-match storage subsystems without regard to vendor or device characteristics.

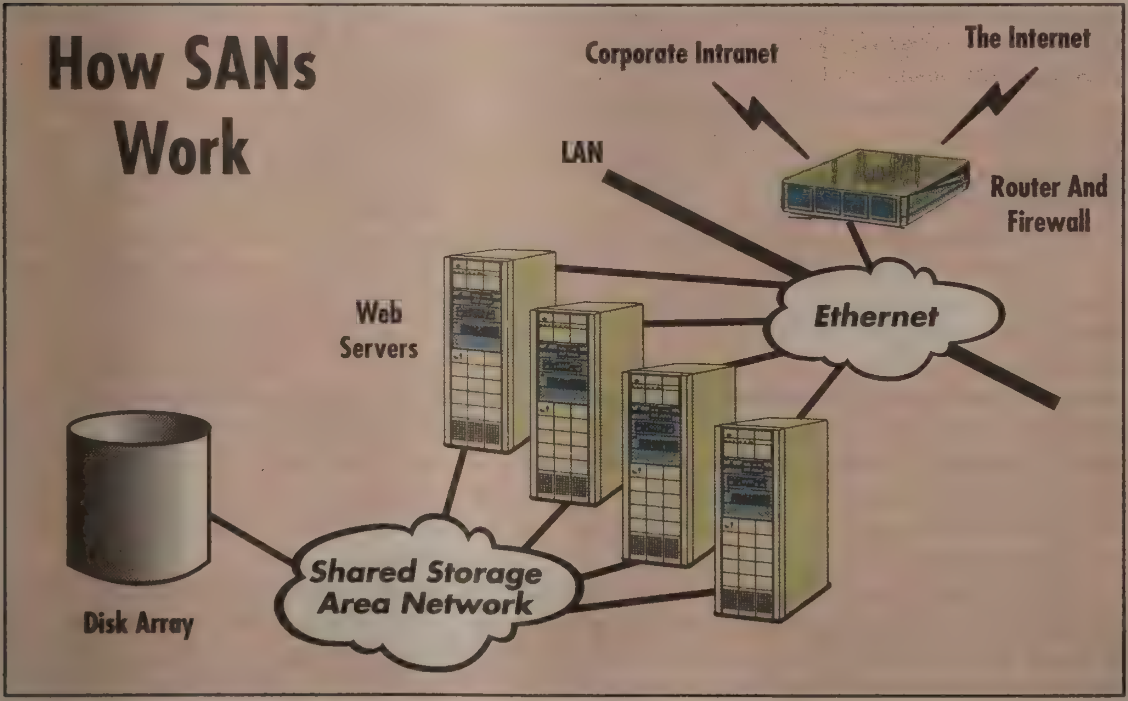
But today, combining widely disparate components from multiple vendors in a single SAN doesn't work. Widespread interoperability doesn't yet exist, even among standards-compliant products. The level of compliance is uneven, and interoperability testing varies. And despite its disadvantages, proprietary technology does have a key strength: It often leads to innovation and gains in performance.

Organizations need to select vendors that they expect to last over the long term, focusing on those that actively support the evolving Fibre Channel standard and reliably test components for interoperability. IS professionals know standards development works slowly, as company representatives battle to include their own developments in the mix. Until standards reach a point of interoperable maturity, IS must balance the need for broad openness with certifiable interoperability.

THE STORAGE UTILITY OPTION

An alternative to the SAN might be found in the proposition put forth by StorageNetworks Inc. (SNI) of Waltham, MA, which suggests that enterprise users need not own storage devices. Instead, they might connect their IT resources to a virtual private network of storage resources, a storage utility.

SNI is designing and building, and will operate, a data storage utility to provide shared, offsite, protected data storage capacity; storage management resources; and business-continuity services to



EXECUTIVE

News Briefs

Intel Expects Major Growth In Network, Communications Sales

TOKYO — Intel CEO Craig Barrett says he expects revenues from Intel's networking and communications business to grow by more than 30 percent to 40 percent a year in the next few years. Asked at a news conference in Tokyo about prospects for its Internet-related sales in five years, Barrett said, "Today our networking and communications business is already an approximately $2 billion-a-year business. I expect that to continue to grow faster than the industry." (Reuters)

Tellabs To Buy Voice Assets For $35 Million

Telecommunications equipment maker Tellabs says it is acquiring, for $35 million in cash, software assets to help Internet service providers offer voice capabilities. Tellabs is acquiring the technology from DSP Software Engineering Inc. DSP provides digital signal processor software, which lets service providers take full advantage of bandwidth, reduce costs and improve audio and video quality. (Reuters)

AT&T Creates Latin American Data-Transmission Company

AT&T, the nation's largest long-distance telephone company, has taken aim at the booming Latin American data-transmission market, saying it will create a publicly traded company for the region. The new company, to be called AT&T Latin America, will comprise Netstream, a Brazilian local phone company AT&T is buying in a $300 million deal, and FirstCom Corp., a telecommunications company with operations in Chile, Colombia and Peru. (Reuters) customers. SNI claims this new service will let IS managers conceive and execute projects and operating methods now beyond their reach.

SNI's Fibre Channel-based infrastructure will consist of a network of storage repositories in major metropolitan areas. Each repository will contain disk and tape storage subsystems and management software. Multiple repositories will be connected through Fibre Channel links, and cities can be connected through FC-to-ATM bridges.

The concept of the storage utility has another implementation in activity at storage giant Storage Technology Corp. of Boulder, CO. StorageTek is focusing on less-traditional customers, such as Internet and e-commerce companies and Internet data centers.

Targeted at data-intensive, high-growth companies whose capital and resources are constrained, its storage utility services include managing onsite, network- or Internet-enabled storage based on StorageTek's own disk, tape, SAN, and backup and restore technologies. Customers pay per megabyte and per month, similar to the way consumers pay for traditional utility services such as electricity or water.

StorageTek is the first company with real, customer-proven storage utility products and services. The costs of storage utility products from StorageTek's Managed Storage Services (MSS) group range from less than 1 cent to several cents per megabyte per month, depending on customer requirements and the products implemented, according to the company.

Among the first users of the StorageTek products and services are Atrieva Corp., a San Francisco-based provider of Internet storage tools; Frontier GlobalCenter, a Sunnyvale, CA-based Internet access provider; and WebVision Inc., a Torrance, CA-based vendor of products for e-com and network management.

EMC Corp.'s Connectrix Enterprise Storage Network System is an example of a storage area network system

The storage utility model will be a major vehicle for purchasing storage over the next five to seven years, according to David Hill, senior analyst for storage and storage management at the Aberdeen Group.

UNLIMITED SPACE?

Many companies today are storage-capacity-constrained. Despite the falling costs for low-end disk drives, enterprise storage is costly, and managing it is more so.

Yet storage outsourcing faces challenges. Dealing with the growth and storage of critical data can be daunting to small and midsize firms with limited budgets for it. But before storage outsourcing can establish a foothold, it needs to inspire warm, fuzzy feelings in the IT community.

Industry watchers generally accept the axiom that corporate data is quadrupling each year, and that data is still critical for business continuity. IS managers are often reluctant to commit that critical data to outsourcers, although that market segment, particularly Internet-based backup — is beginning to emerge as a straight backup alternative.

But IS administrators with sufficient budgets and a pay-as-you-go approach to storage might find appeal in this outsourcing approach, assuming they can overcome such issues as security and maintaining data integrity. To grow further, storage outsourcing firms will need to inspire confidence in the IT consumer — and confidence never grows fast. M

Mark Ferelli, editor/publisher of *Wafer News*, also served as a editor of *Computer Technology Review*, editor of *Storage Management Solutions* and director of industry analysis at Strategic Research Corp. He can be reached at markf@cerfnet.com.

EXECUTIVE

News Briefs

■ U.S. Says Bell Atlantic Needs To Do More In New York

The U.S. Justice Department says Bell Atlantic Corp. needs to do more to open its local telephone network to competitors before being allowed to offer long-distance service in New York. Analysts had expected that the Justice Department would endorse Bell Atlantic's bid to become the first "Baby Bell" allowed to offer long distance, but instead the agency says the company has "removed most, but not all, of the obstacles to local telecommunications competition in New York." (Reuters)

■ FCC Blocks AT&T Attempt To Increase Monthly Fees

The Federal Communications Commission blocked AT&T Corp. from increasing a monthly fee that the No. 1 long-distance carrier charges its residential customers to cover the cost of federal universal service subsidies. AT&T had planned to increase its 99-cent-per-month fee to $1.50 to account for recent increases in its subsidy payments, which go to local phone companies to lower the cost of local phone service in rural and low-income areas. (Reuters)

■ MCI WorldCom Seen Filing Sprint Deal With EU

BRUSSELS, Belgium — MCI WorldCom's proposed purchase of Sprint could be referred for European Commission regulatory approval despite initial reports to the contrary. "We're expecting notification by mid-November," a commission spokesman says. A commission source said in early October that MCI WorldCom might not need to notify the commission about the $115 billion deal, the biggest corporate merger, because Sprint's sales in the EU were not seen as meeting the thresholds set in the bloc's merger control law. (Reuters)

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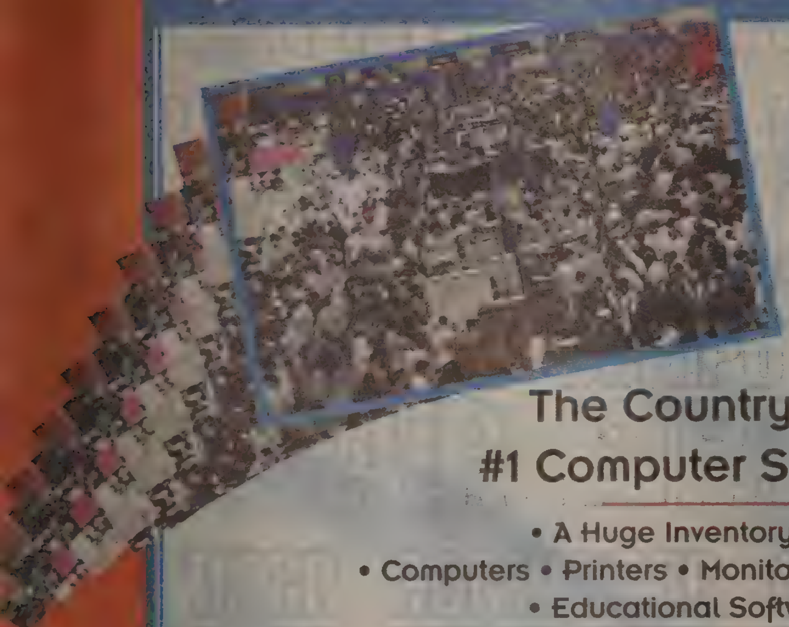

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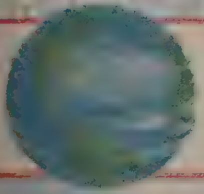

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SLAs HELP IS SATISFY EXPECTATIONS

By Martha Young

In the past, when information systems (IS) managers needed to measure how effectively the company's network met its business objectives, they evaluated individual components, such as specific hardware devices or business applications. But networks have evolved into becoming the lifeblood of many businesses, rendering this singular unit of measure ineffective for judging the network's success rate.

Today, network administrators are turning to service level agreements (SLAs) with their clients to ensure that networks receive the service they require. With a good SLA, everyone involved with the expectations of network capabilities knows what level of service to expect.

If you're concerned about an individual component, managing specific devices or applications is useful. But to evaluate the overall effectiveness of the network to the organization, you need regular end-to-end measurements. View these measurements from the perspective of the network user, who, after all, is one most affected by a sluggish network or improperly functioning applications.

IS managers need to be able to substantiate how effective the network is and how its cumulative parts help the organization meet its objectives. These measurements identify the level of service a specific user or department receives from the network. With this knowledge, the IS department and its consumers can establish service level agreements.

Effective SLAs are based on realistic and meaningful measures. For instance, users might demand 99.999 percent performance, sometimes called five-9s. But if the infrastructure is shaky, the technology is immature, the budget is tight and technical personnel are unavailable, meeting this demand will be impossible.

On the other hand, a "best effort" basis won't do when the client's survival depends on consistent, adequate service levels. So for SLAs to have meaning and substance, IS departments and clients need to identify a middle ground.

An IS organization has four fundamental reasons for establishing service level management (SLM) and service level agreements: satisfying clients and departments, managing expectations, containing costs and justifying IS' existence.

Satisfying clients and departments. Satisfying clients is the primary reason for IS managers to implement service level management. To understand the client's service requirements fully, the IS department needs to establish a dialogue with the client. Through this dialogue, IS departments learn to identify constraints and limitations. Clients benefit, too. By having to articulate their requirements and expectations, they get a better idea of the issues with current service levels.

When the IS department and the client agree on an acceptable level of service, they establish a benchmark to measure IS performance against. IS is able to manage to a defined objective — the client's requirements.

Regular reports and feedback facilitate communication between the client and IS. Definitive objectives, measurements and reporting make it easier to identify whether service level commit-

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EXECUTIVE News Briefs

■ Appeals Court Rejects New Mexico Internet Law

A federal appeals court stopped New Mexico prosecutors from enforcing a law that made it illegal to use the Internet to send sexually explicit material to juveniles, saying the law was too broad. The 3–0 ruling by the 10th U.S. Circuit Court of Appeals, whose territory includes New Mexico, upheld a lower court judge who last year enjoined prosecutors from enforcing the 1998 New Mexico law after concluding it was unconstitutional. (Reuters)

■ China To Make Decision On Internet Phones Next Year

In a move that could make or break local and long-distance telephone competition in China, Beijing will decide next year whether to issue formal licenses to provide Internet phone service, a Chinese official says. China earlier this year issued trial licenses to three companies to provide Internet Protocol (IP) phone service: Jitong, China Unicom, and industry giant China Telecom. A fourth company, upstart China Netcom Corp, is also scheduled to receive a trial license within weeks. (Reuters)

■ Microsoft Group Invests $500 Million In Teligent

Communications company Teligent says it raised $500 million from an investor group led by software titan Microsoft and investment firm Hicks, Muse, Tate & Furst Inc. to expand the company's high-speed data network. At closing, the group will own about 14 percent of Teligent's outstanding common stock. (Reuters)

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EXECUTIVE

News Briefs

■ Nortel Operating Earnings Outstrip Forecasts

TORONTO — Nortel Networks Corp. posted quarterly operating profits that outstripped analysts' expectations due to strong growth in most of the areas the communications equipment maker engages in. The Brampton, Ontario-based company, one of the largest in the world in its field, released third-quarter operating earnings of $380 million, or 28 cents a share, vs. a year-earlier $236 million, or 21 cents a share. (Reuters)

■ Rockwell Net Up, Sees Earnings Growth In 2000

Electronic controls and communications company Rockwell International Corp. says net income from continuing operations rose by 20 percent in the fiscal 1999 fourth quarter, boosted by gains at its Rockwell Collins' unit. Net income for the quarter ended Sept. 30 was $155 million, up from $129 million a year ago, while earnings per share were 80 cents, up from 67 cents a year ago and a penny above the consensus analysts' estimate compiled by First Call/Thomson Financial. (Reuters)

■ Voyager.net Q3 Revenues, Subscriber Base Increase

Voyager.net Inc., one of the largest Internet service providers in the Midwest, says its revenues and subscriber base for the third quarter beat its own expectations, and it is raising subscriber targets for the fourth quarter. The East Lansing, MI-based company says its subscriber base increased sequentially by 27 percent to 304,000 from 240,000 at the end of the second quarter, exceeding the 300,000 mark that it had set for all of the 1999 year. (Reuters)

SLAs Help IS Satisfy Expectations

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ments have been met. When targets are missed, these mechanisms help identify hot spots in the service flow. Communication and feedback about successes and failures allow both parties more satisfaction with the relationship.

Managing expectations. Implementing service level management eliminates a potentially large problem called *expectation creep*, when undocumented user expectations continue to grow.

●

IS departments and clients need to identify a middle ground

●

By articulating precisely what their service level requirements are, users become bound to these requirements. Without an agreement in place, users consistently raise the bar, expecting ever-higher service performance that's a step or two ahead of the IS department's delivered or deliverable services.

An agreement serves as a control mechanism and stops this creep. The IS manager can point to agreed-on acceptable levels of service in the SLA. If users want to change their requirements, the IS department could require a renegotiation of the agreement and, potentially, more funding.

Containing costs. Service level management helps a company control networking costs. When IS has specific objectives to meet, it can implement plans to support the objectives. When they don't have a comprehensive understanding of users' requirements, IS departments tend to overbuild the network as a defensive posture. Overbuilding leads to a cascade of excesses including overstaffing, excess bandwidth and capacity, and going over budget.

Service level management can reduce costs by moderating user demands for higher levels of service. If they don't communicate with IS, users base their requirements on what they want rather than what is affordable and realistic. But if they do talk, IS can explain to users how expensive higher levels of service are. In some instances, the business case will justify the additional cost of higher levels of service. In other cases, the return on investment won't be high enough to justify the additional expense.

Justifying IS' existence. IS can treat service level management as a cover-your-backside process. With documented agreements, IS departments have the tools to defend themselves against user attacks of ineffectiveness and incompetence. A well-written service level agreement leaves no room for doubt about whether the objectives have been met; even the metrics for measuring service levels are defined and agreed to by both parties.

Service level management benefits the user, the IS organization and the business. The process tempers users' increasing demands for higher levels of service while holding IS accountable for delivering agreed-on service levels. And SLM is the best defensive strategy an IS organization can have against user dissatisfaction leading to outsourcing.

HOW SLM WORKS

Service level management is more than just a cumulative measure of network performance and miscellaneous reports. The measurements and reports add up to information relevant to both parties. SLM encompasses three key issues: availability, performance and security.

Availability. Availability is the most important factor influencing the users' perception of the quality of IS services. It is also the most critical factor affecting user productivity, particularly if users depend entirely on one business application to perform their job functions.

Availability is the measure of the percentage of time a service is available for use. This unit of measure varies based on different measurement parameters that stem from individual job functions. For example, the network manager identifies service availability as network connectivity; the system manager sees it as the servers being operational; and the database administrator sees the service as available access to the data held in the database.

Essentially, users just want to be assured they can access the applications and data they need to perform their jobs.

To avoid a mismatch between IS and users, an SLA's availability measures need to be from the user perspective.

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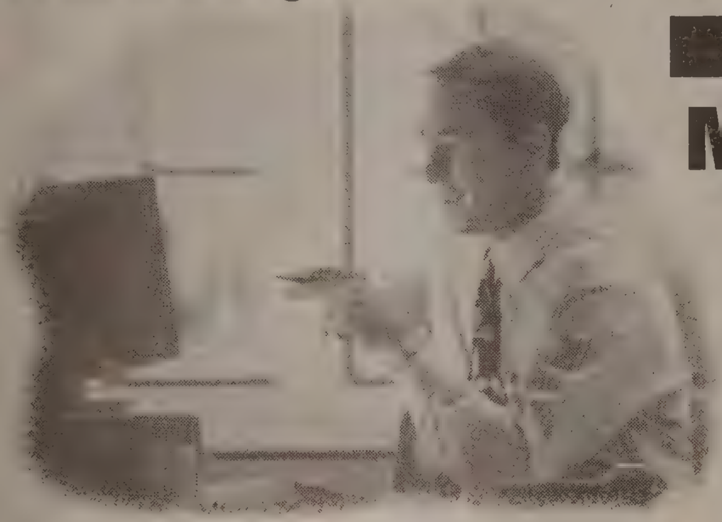

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EXECUTIVE

News Briefs

■ Nextel Sells $2 Billion In Junk Bonds

Nextel Communications Inc., which serves 3.59 million digital wireless subscribers in the United States, sold $2 billion in junk bonds earlier this month to newly energized bond investors seeking higher yields. Reston, VA-based Nextel, one of the largest U.S. issuers of high-yield, or "junk" debt, is the fourth corporation in six weeks to tap the market for at least $1 billion. All of these deals have been in the popular media and telecommunications sector. (Reuters)

■ Server Appliance Maker Cobalt Rockets After IPO

Shares of Cobalt Networks Inc., the maker of the small, blue server-in-a-box, soared by almost 500 percent Nov. 5 in its initial public offering, making it the third biggest initial public offering ever. The Mountain View, CA-based company develops low-cost, compact server appliances for running Web sites and e-mail that are easy to install. Cobalt servers, one which is called Qube, also run the Linux operating system. (Reuters)

■ Lucent Profits Surpass Expectations Again

Lucent Technologies Inc., the world's largest telecommunications equipment maker, posted a stronger-than-expected 50 percent rise in fourth-quarter profits, excluding one-time items, amid strong growth in sales of wireless, data and optical networking equipment. Murray Hill, NJ-based Lucent also says it will restructure into four core units to better focus on the fastest-growing industry segments, such as semiconductors, wireless, optical and data networking, and professional services. (Reuters)

SLAs Help IS Satisfy Expectations

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SLAs define the availability of each service within standard hours of operation for that service. Applications, their supporting databases and underlying infrastructure need to be maintained regularly, and during these maintenance periods, applications aren't usable.

These maintenance windows are typically scheduled during off-business hours. Availability objectives, defined in an SLA, specify planned outages by service, along with the schedule for those outages. As more services become Internet-based, the size of the maintenance window is shrinking; it might reach the point where any window is unacceptable.

Performance. Users aren't satisfied if an application is merely available; it must also perform robustly and meet the business objectives of the IS department. Evaluating the responsiveness of an application to users and the time required to complete each batch job is called *performance service measurement*. How responsive an application seems is directly affected by the amount of work being processed, and an application will be faster and more responsive to a single user than to pool of users.

Security. Security defines who can access the services and when, the nature of the access such as complete or limited, and the mechanisms used to detect, prevent and report unauthorized access. The security environment is becoming increasingly complex as applications span multiple platforms and data spans multiple databases.

A further complication: Users are no longer accessing these services only locally, but also as mobile and remote users. With this change, the complexity of the security environment has increased exponentially, and multiple security management systems are typically employed. Companies need to coordinate security information across the multiple security systems. From the user's perspective, this coordination ensures consistent access privileges. From the IS organization's perspective, it secures corporate resources from internal as well as external sabotage.

SLM is an important tool — even more so as the network becomes the lifeline and lifeblood of the company. Rather than focusing on monitoring and reporting tools, organizations should strive to develop a backbone of measures relevant to users and the business. SLM lets a company better leverage its resources both in networking equipment and personnel as it attempts to contain costs associated with doing business in a global economy. It is not a product; it is an attitude, philosophy and approach to doing business in a highly competitive market. **M**

Martha Young is principal of Cutting Edge Information Group, a Golden, CO-based consultancy. She can be reached at martha@ceig.com.

U.S. Regulators Warn Long-Distance Dial-Around Firms

Consumers are being bombarded with an array of long-distance telephone choices, but federal regulators warned shoppers to examine the terms of popular 10-10, or dial-around, offerings. Advertisements promising cheap calls for consumers dialing with a 10-10 service can fail to mention additional fees or otherwise mislead, the Federal Communications Commission (FCC) and the Federal Trade Commission (FTC) said at a public forum.

Dial-around services, which allow a consumer to bypass the long-distance carrier chosen for their phone line, have grown from a $96 million industry in 1993 to a $3 billion market in 1999, FCC officials said. But with growing usage has come a chorus of complaints from consumers who say they were shocked by hidden fees or misleading terms of service. The FCC received almost 3,000 complaints between Jan. 1, 1998, and June 30, 1999.

In some cases, advertised per-minute rates applied only to long-distance calls between states, not to in-state long-distance calls where a higher rate applied. In other cases, minimum charges or additional fees were mentioned only in fine print of ads touting low long-distance calling rates.

FTC Chairman Robert Pitofsky said his agency could go after firms that ran false or deceptive advertising, as it had with automobile-leasing companies and vitamin sellers. "There should be a race to the top in providing truthful ads, not a race to the bottom," Pitofsky said.

FCC Chairman William Kennard said his agency also could take enforcement action if necessary. The FCC has established a Web site at www.fcc.gov/marketsense/ containing tips and warnings for consumers thinking of using dial-around services. (Reuters) **M**

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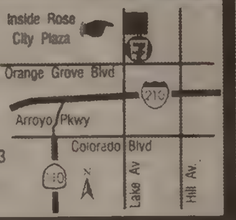

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AMD K6 -2/350	$609
AMD K6 -2/400	$619
AMD K6 -2/450	$629
AMD K6 -3/400	$669
AMD K6 -3/450	$699
Pentium II 400	$709
Pentium III 450	$779
Pentium III 500	$829
Pentium III 550	$959
Pentium III 600	$1,089

INTERNET READY **Pentium III 500 $829**

All systems come with one year parts and labor warranty. Prices and product availability are subject to change without notice. Call for current prices. We are not responsible for any typographical errors. 20% restocking fee for returns. Prices reflect 3% cash discount. * Financing is based on approved credit. Each brand name is the trademark of the respective manufacturer. Limit right reserved per family per visit, on cash sale only.

WHERE To Buy

CommPlete 4000 Series
MULTI-TECH SYSTEMS INC.
(800) 328-9717
www.multitech.com

SyAccess
SYBERGEN NETWORKS
(510) 651-1889
www.sybergen.com
PRICE: $699

DSS-Series
D-LINK SYSTEMS INC.
(800) 326-1688
www.dlink.com
PRICE: DSS-5+, $149
DSS-8+, $299
DSS-16+, $539
DSS-16, $699
DSS-24, $999

NEW PRODUCTS

CommPlete
MultiTech

CommPlete 4000

CommPlete 4000 Series

Multi-Tech Systems Inc. announced the CommPlete 4000, a LAN access communications server line for small to midsize companies. Models include the four-BRI/eight-V.90 modem CC4H-4S used to add V.90 and ISDN RAS (remote access server) without the expense of a PRI or T-1 line; the eight-modem CC4M-8, providing basic dial-in V.34 modem RAS; and the CC4S-8, for companies that want to use their own modems or ISDN terminal adapters in a preconfigured server. All models include pre-installed RASExpress remote access server software providing built-in security and support for RADIUS and TACACS+, plus TUCOWS Top 100 Internet applications, with a useful set of tools for doing business on the Internet. All models can be expanded from eight to 32 port or dial-up sessions. They can be used with any of Multi-Tech's serial, modem or hybrid cards. Industry-standard PPP/SLIP clients are supported, such as Windows 95/98, NT, 2000, Citrix, Novell, SCO, Linux and Mac OS.

SyAccess

Sybergen Networks announced SyAccess 3.1, which offers integrated management tools to maximize Internet access in small to midsize networking environments. SyAccess' improves throughput, performance and security and is compatible with all access technologies. Its features include an integrated gateway for shared Internet access, automated bandwidth allocation and dynamic optimization for improved traffic throughput and performance for business-critical communications, and modem pooling that combines multiple modems into one pipeline. SyAccess also features a secure firewall to protect the gateway against the hacker attacks. It turns a PC or server into a shared access gateway, eliminating the need to add devices such as routers, traffic shapers and firewalls to a network.

DSS-Series

D-Link Systems Inc. launched its DSS-Series, a line of 10/100MB Ethernet/Fast Ethernet Nway auto-sensing switches. The DSS-Series of dual-speed 10/100Mb Switches provide dynamic buffer allocation that employs network-load balancing for faster data handling. Each DSS switch includes an uplink interface connection that enables stackable expansion. They use fast store-and-forward architecture to ensure low latency and a high level of data integrity. The DSS Series also supports stacking through the MD II uplink RJ-45 connection that is shared with port 1 for flexible media connection and expansion capabilities.

continued on next page ➤

New Products

continued from previous page 131

FlexSwitch 600XC 1FX+4U

Omnitron Systems Technology Inc., a manufacturer of LAN connectivity hardware, introduced the FlexSwitch 600XC 1FX+4U five-port Ethernet compact switch. This switch offers one Fast Ethernet fiber port and four 10/100 auto-sensing UTP ports. Used to connect small, remote workgroups to a backbone switch using fiber, the unit delivers full wire-speed performance to workgroups that require extended network distances and increased bandwidth. With the 100Base-FX Fast Ethernet fiber port, it connects distant workgroups of all sizes to a backbone switch at distances up to 58 kilometers. The fiber port is available with SC or ST connectors for multimode or single-mode fiber. Each UTP port features 10/100 and half/full-duplex auto-sensing for integration of Fast Ethernet and legacy Ethernet workstations, hubs and switches, and provides up to 200Mbps of bandwidth to the end device. Using store-and-forward, back pressure and flow-control technology, as well as MAC (media access control) address learning and aging, the FlexSwitch 600XC 1FX+4U maximizes network performance, relieves network congestion and is plug-and-play-capable.

FlexSwitch 600XC 1FX+4U

GAM-Global Array Manager

Unison Information Systems Ltd. announced its Fibre Enterprise Raid Tower System, RAID I/O Fibre, which provides more than 3TB of storage when configured with up to 60 hot-pluggable drives. Both transfer-rate and transaction-rate performance are optimized for the best possible speed, the company says. With large block sizes, approximate sustained transfer rates are 92MBps per second for the single RAID controller, single host loop, and 190MB per second for the single RAID controller, dual host loop. An additional RAID controller can be added, making the subsystem fault-tolerant. With GAM-Global Array Manager, Unison's RAID I/O Fibre Enterprise storage system can be configured, monitored and managed from anywhere.

iOperations MRO Procurement Solution

Solix Internet Inc. announced the latest application for its enterprise operations management framework, iOperations MRO Procurement Solution. This product will cover the full spectrum of maintenance, repair and operations supplies for non-production goods and services. Each iOperations application consists of the same user interface, business process modeling, business policy enforcement, workflow routing and adapters. The software is built on a single-server framework that supports multiple operational functions. The iOperations Framework lets companies streamline and automate enterprisewide operations such as procurement, travel and entertainment expense management, time cards, payment collections, and travel planning from a single system. Shipping with Oracle, Baan, PeopleSoft and SAP adapters, iOperation MRO Procurement Solution is easily integrated with back-office systems.

SecurID 3100 Smart Card

Extending its family of RSA SecurID authentication products, RSA Security Inc. delivered its RSA SecurID 3100 Smart Card, designed to store users' private digital credentials in an RSA Keon 5.0 Advanced PKI (private key infrastructure) environment. It stores two sets of 512- or 1024-bit RSA public and private cryptographic keys, an RSA SecurID seed record, two X.509 v3 digital certificates, symmetric file encryption keys and network operating system authentication information. The portable form factor can double as an employee ID badge and building-access card. The RSA SecurID 3100 allows single sign-on to Novell NetWare and Windows NT networks and offers remote access to the RSA ACE/Server component through the RSA Keon Desktop product. **M**

WHERE To Buy

FlexSwitch 600XC 1FX+4U
OMNITRON SYSTEMS TECHNOLOGY INC.
(800) 675-8410
www.omnitron-systems.com
PRICE: $695 for models with an external power adapter
$755 for model with an internal power supply

GAM-Global Array Manager
UNISON INFORMATION SYSTEMS LTD.
(800) 846-3472
www.unisoninfo.com
PRICE: starts at $19,700

iOperations MRO Procurement Solution
SOLIX INTERNET INC.
www.isolix.com
PRICE: licensing starts at $250,000

SecurID 3100 Smart Card
RSA SECURITY
www.rsasecurity.com
PRICE: varies

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- Mid Tower Case
- PS2 Internet Keyboard
- Norton ANTIVIRUS
- Windows 98 w/CD

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Color Printer $99

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- Sound Blaster Compt. Sound
- Super Medium Tower Case
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- 3D Amplified Speakers
- Windows 98 w/CD & Manuals

15" MONITOR $129 ADD

Cyrix 6x86 MX PR300	$399
Cyrix 6x86 MX PR333	$429
Cyrix 6x86 MX PR366	$459
AMD K6-2 350 3DNOW	$429
AMD K6-2 400 3DNOW	$449
AMD K6-2 450 3DNOW	$479

INTEL MEGA BLASTER

- 350MHz Intel Pentium II MMX
- 6.4 GB Ultra DMA Hard Drive
- 64 MB PC100 SD-RAM
- 8MB 2D/3D 2X AGP Onboard
- 100MHz Motherboard
- 3D Sound w/Wave Onboard
- 56K PCI V.90 Fax Data Modem
- 2 Serial, 1 Parallel & 2 USB Ports
- 1.44 MB Floppy Drive
- 44X EIDE CD-Rom Drive
- Mid Tower Case
- PS/2 Mouse
- Amplified Speakers, Windows 104-Key Keyboard
- Windows 98 w/CD & manuals

17" MONITOR $199 ADD

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Pentium II 450	$699
Pentium III 450	$729
Pentium III 500	$799
Pentium III 550	$899
Pentium III 600	$1099
Intel Celeron 366	$499
Intel Celeron 400	$549
Intel Celeron 433	$599
Intel Celeron 466	$649
Intel Celeron 500	$699

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17" MONITOR	$199.99

Epson Stylus 800
1440dpi
Color Printer
$149

INTEL PIII MEDIA

- 450MHz Intel Pentium III MMX
- 13GB/UDMA 66 Hard Drive
- 64MB PC100 SD-RAM
- 17" SVGA Monitor
- 48X CD-Rom
- ATI 8MB XPERT 98
- Abit 100 MHz Motherboard
- Yamaha 3D Audio Card
- 3Com 56K V.90 Modem
- 1.44 MB Floppy Drive
- Speakers - SoundBlaster
- 2 Serial, 1 Parallel & 2 USB Ports
- Tower Case, 5 PCI, 2 ISA, 1 AGP
- PS/2 Mouse, Norton ANTIVIRUS
- PS2/Internet Keyboard
- Windows 98 w/CD & Manual

PIII 450 MHZ $1199

AMD K6-2 400 $699

- 400MHz AMD K6-2 3DNOW
- 6.4 GB Ultra DMA Hard Drive
- 64 MB PC100 SD-RAM
- 17" SVGA MONITOR
- 8MB 2X AGP Onboard Video
- 44X CD ROM Drive
- 100MHz Bus Motherboard
- 3D PCI Sound w/Wavetable Sound
- PCI 56K V.90 Fax Data Modem
- 1.44 MB 3.5" Floppy Drive
- Super Mid Tower Case
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- Windows 104-Key Keyboard
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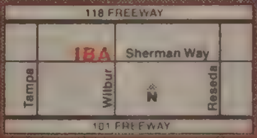

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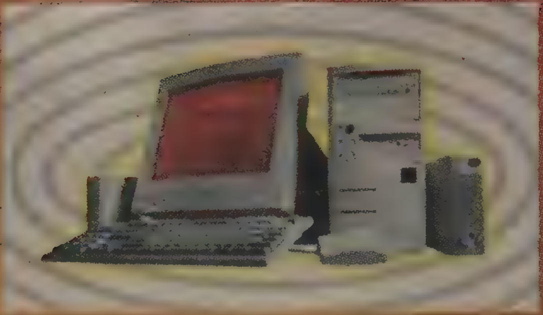

Best Buy

- **ATX** Intel 810 Mainboard 100MHz W/2 USB Ports
- 512 Cache, P-II & III Intel CPU, Cooling Fan
- **64MB** 168Pins **SDRAM** (PC-100, 8ns)
- **10.2GB** UDMA ATA 66 Hard Drive
- **AGP** 128Bits 8MB Shared Video Card with MPEG
- **15"** .28dot Digital N.I. Monitor
- 1.44MB Floppy Drive
- **44X** CD-ROM & 3D **Amplified** Speakers
- Sound Blaster Comp. Sound Card /Wavetable
- **56K (V.90)** Internal Fax/Modem/Voice
- ATX Med Tower Case **250Watt** P/S
- Win98 PS/2 Keyboard / PS/2 Mouse

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P-III 450	$ 720
P-III 500	$ 759
P-III 550	$ 870
P-III 600	$ 980

Advanced DVD

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- **13.5GB** 7200 RPM UDMA ATA 66 2MB Cache Hard Drive
- **AGP** 128Bits 8MB Shared Video Card with MPEG
- **17"** SVGA Digital N.I. Monitor .27dot
- 1.44MB Floppy Drive & **Amplified** Speakers
- **DVD ROM 6X** (4th Generation)
- Sound Blaster Comp. Sound Card /Wavetable
- **56K (V.90)** Internal Fax/Modem/Voice
- **ATX** Med Tower Case **250Watt** P/S
- Win98 PS/2 Keyboard / PS/2 Mouse

P-II 400	$ 765
P-III 450	$ 820
P-III 500	$ 859
P-III 550	$ 970
P-III 600	$ 1080

Station DVD

- **ATX** Mainboard 100/133MHz W/2 USB Ports
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- **DVD ROM 6X** (4th Generation)
- SB Comp. 128 3D PNP Sound Card
- **56K PCI** (Rockwell) Fax/Modem/Voice **(V.90)**
- ATX Med Tower Case **250Watt** P/S
- Win98 PS/2 Keyboard / PS/2 Mouse

P-II 400	$ 875
P-III 450	$ 930
P-III 500	$ 969
P-III 550	$ 1080
P-III 600	$ 1190

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- Win98 PS/2 Keyboard / PS/2 Mouse

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P-III 500	$ 1130
P-III 550	$ 1245
P-III 600	$ 1355

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- **DVD ROM 6X** (4th Generation)
- **Sound Blaster PCI 128 Sound Card** / Wavetable
- **56K PCI** (Rockwell) Fax/Modem/Voice **(V.90)**
- ATX Med Tower Case, **250 Watt** P/S
- Win98 PS/2 Keyboard / PS/2 Mouse

P-II 400	$ 895
P-III 450	$ 949
P-III 500	$ 985
P-III 550	$ 1099
P-III 600	$ 1209

High-End DVD

- **AZZA BX** Intel Triton i443 Chipset M/B / USB
- **512K** Pipeline Cache, Fast Ball-Bearing Fan
- **128MB** 168Pins **SDRAM** (PC-100, 8ns)
- **13.5GB** 7200 RPM UDMA ATA 66 2MB Cache Hard Drive
- **ATI Fury 32MB**, or **Voodoo 3000 16MB**
- **17" .25dot SVGA Digital Monitor**
- 1.44MB Floppy Drive & Sub-Woofer Speakers
- **DVD ROM 6X** (4th Generation)
- **Sound Blaster PCI 128 Sound Card** /Wavetable
- **56K PCI** (Rockwell) Fax/Modem/Voice **(V.90)**
- ATX Med Tower Case, **250 Watt** P/S
- Win98 PS/2 Keyboard / PS/2 Mouse

P-II 400	$ 1030
P-III 450	$ 1085
P-III 500	$ 1125
P-III 550	$ 1235
P-III 600	$ 1345

Golden DVD

- **ABIT BE6** i443 Chipset ATX Mainboard, / USB
- **512K** Pipeline Cache, Fast Ball-Bearing Cooling Fan
- **128MB** 168Pins **SDRAM** (PC-100, 8ns)
- **15GB (IBM)** UDMA ATA 66 Hard Drive
- **Diamond Viper V770** (32MB) AGP
- **19" (1600X1200) SVGA N.I. Monitor**
- 1.44MB Floppy Drive & Sub-Woofer Speakers
- **DVD ROM 6X** (4th Generation)
- **Sound Blaster Live** 1024 PCI Sound Card
- **56K PCI** (Rockwell) Fax/Modem/Voice **(V.90)**
- **ATX** Med Tower Case, **250 Watt** P/S
- Win98 PS/2 Keyboard / PS/2 Mouse

P-II 400	$ 1235
P-III 450	$ 1289
P-III 500	$ 1325
P-III 550	$ 1439
P-III 600	$ 1549

Platinum DVD

- **ASUS P3B-F** i443 Chipset ATX Mainboard
- **512K** Pipeline Cache, Ball-Bearing Cooling Fan
- **256MB** 168Pins **SDRAM** (PC-100, 8ns)
- **18GB 7200 RPM UDMA ATA 66 2MB Cache Hard Drive**
- **ATI Wonder Pro** Rage128 AGP 16MB **[TV Tuner]**
- **19" (1600X1200) SVGA N.I. Monitor**
- 1.44MB Floppy Drive & **Sub-Woofer** Speakers
- **DVD ROM 6X** (4th Generation)
- **Sound Blaster Live** Value256 Sound Card
- **US Robotic 56K** Internal Fax/Modem/ (3Com) V.90
- **ATX** Med Tower Case, **250 Watt** P/S
- MS Natural Keyboard / MS Intellimouse Mouse

P-II 400	$ 1525
P-III 450	$ 1579
P-III 500	$ 1615
P-III 550	$ 1729
P-III 600	$ 1839

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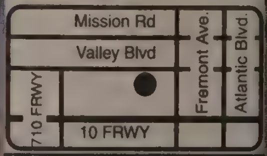

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MOBILE COMPUTING

Remote Access Software Still Carving Out A Niche

By Mark A. Kellner

After years of serving as the lifeline between road warriors and their corporate offices, remote access software is facing challenges that could kill it off. About a dozen years after this market segment emerged, the once-booming remote access market has slowed.

The biggest challenge to remote access is the Internet. In many network schematics, the Internet is depicted as an amorphous cloud. You could say the market for remote access software vanished into this cloud. The advent of a networked nation means remote users can do many of the tasks formerly assigned to special software on the Net with the click of a mouse.

"Browser-based access to your office desktop delivers a pretty fair degree of functionality for retrieving mail" through the Internet, says Neil Greco, a senior marketing manager at Compaq Computer Corp.'s services unit in Norwood, MA.

With Microsoft Outlook's remote-access features, users can configure the software to retrieve IP-based mail through an Internet connection. Although his unit publishes Carbon Copy remote access software, Greco says he handles most of his e-mail with Outlook.

Microsoft also has improved file-transfer capabilities in Windows, so users can hook up with a remote computer and shift files through a dial-up or Internet connection. That new capability takes away another reason to use remote access software. (Still, makers of remote access products — and some users — argue that Microsoft's products aren't as fast, comprehensive or quality-focused as theirs.)

And the latest version of Microsoft's Office suite, Office 2000, bowed in June 1999 with the promise of *Webified* applications that can share files through the Internet and let users work collaboratively — tasks that come perilously close to remote-control computing in the eyes of some. Add to this the mania for enterprise management tools from firms such as IBM Corp.'s Tivoli Systems and Computer Associates Corp., and you get a daunting new reality for publishers of remote access software.

But it's not time to count out these programs just yet, observers and marketers say. For starters, not everyone is using the latest versions of Windows or Office. And the remote access software business is re-inventing itself. Most recently, Traveling Software, Bothell, WA, became LapLink.com Inc., and launched LapLink 2000.

This new product incorporates key features available separately in the firm's older LapLink Professional and LapLink Tech products with added capabilities that, the firm says, "make it the easiest, most reliable version" of LapLink. The

continued on page 137 ➤

EXECUTIVE News Briefs

DISCAM — Jay Sato of Sony Electronics demonstrates the new MD Discam, a camcorder that captures and edits video in the same unit. The MD Discam gives users instant random access to video scenes with touch-screen control to shoot, edit and title home movies quickly and conveniently. (WirePix via FPS)

■ Motorola Unveils Versatile Wireless Chip

Communications and technology company Motorola Inc. introduced a chip it touted as the first one that works with all types of cellular phones used around the world. Motorola says its DSP56690 chip is the first to conform to all of the world's cellular phone standards and will enable wireless phone users to send e-mail and browse the Web faster. (Reuters)

REMOTE ACCESS SOFTWARE

Vendor	Product	Platform	Features	Price
Apple Computer Inc. One Infinite Loop Cupertino, CA 95014-2084 (408) 996-1010 www.apple.com	Apple Remote Access Client 3.0	Mac OS	Lets remote users access Mac servers and networks using dial-up connections and PPP networking. Features security controls to set access privileges.	$59
Axent Technologies Inc. 2400 Research Blvd., Ste. 200 Rockville, MD 20850 (301) 258-5043 www.axent.com	PowerVPN	Windows 3.x/95/NT	Supports NT and Solaris servers. Has multiple levels of encryption: DES 40 (40-bit); DES (56-bit); Triple DES (2 keys, 112-bit); Triple DES (3 keys, 168-bit); (Triple DES not for export).	Varies by configuration. Example: 100-user license, including Internet access fee, is $42,000
	RaptorMobile	Windows 95/98/NT 4.0	Works over dial-up or ISP connection in conjunction with Raptor firewall software.	$99
Compaq Computer Corp. P.O. Box 69200 Houston, TX 77269-2000 (281) 370-0670 www.compaq.com	Carbon Copy 32 V.5.0	Windows 95/98/NT 4.0	Remote access and control of PCs through dial-up or ISP connection; supports Microsoft Internet Locator Service (ILS) to link users to support via the Web and also Voice over IP.	$99
LapLink.com Inc. 18702 North Creek Parkway Bothell, WA 98011 (800) 343-8080 www.laplink.com	LapLink 2000	Windows 95/98/NT 4.0	Remote control, file transfer features; supports a wide range of connections.	$170
Netopia Inc. 2470 Mariner Square Loop Alameda, CA 94501 (510) 814-5100 www.netopia.com	Timbuktu Pro 32	Windows 95/98/NT 4.0	32-bit software for stability on Windows platforms features device independent screen sharing between Windows NT machines and other computers without changing video drivers.	$140 (twin pack)
	Timbuktu Pro 5.0	Mac OS	Fast connections via dial-up, IP locator service to find users online, voice/data switch on phone line calls, voice over IP on Internet connections.	$100
Symantec Corp. 10201 Torre Ave. Cupertino, CA 95014 (408) 253-9600 www.symantec.com	pcAnywhere 9.0	Windows 95/98/NT 4.0	Claims "best performance speed over any connection," including Internet; wide range of connection types; remote network management; centralized management and control of remote systems.	$170

EXECUTIVE

News Briefs

MOBILE INTERNET — British Telecom Chief Executive Sir Peter Bonfield, left, and Bill Gates, chairman and CEO of Microsoft Corp., examine a small scale laptop with built-in video capabilities, fitted with a third-generation device for high-speed multimedia transmission over a cellular system, as they discuss the prospects for mobile Internet access in London last month. BT and Microsoft announced an agreement to combine efforts in developing world-leading mobile Internet and multimedia applications and equipment, which will lead rapidly to new types of service with broad customer appeal. (WirePix via FPS)

■ Qualcomm Plans More Spending To Speed CDMA

GENEVA — Qualcomm Inc., which develops digital wireless telephone technology, says it will use part of its $1.4 billion cash to invest in companies that will speed the adoption of the technology it pioneered. Qualcomm, known for developing CDMA (Code Division Multiple Access) wireless phone technology, will look for deals similar to its previous ones with companies such as Leap Wireless International, in which it took a small stake, and with Brazilian companies that use wireless local loop technology, Qualcomm's Chairman Irwin Jacobs told Reuters at the Telecom 99 trade show in Geneva. (Reuters)

Remote Access Software

continued from page 135

program includes a way to connect remote computers through the Internet and builds in security measures for safe, reliable communications.

With the Internet capability also comes the ability to chat in real time with other users using LapLink 2000's Voice Chat (a feature previously available in LapLink Tech). The product — due in stores by the time you read these words — also supports USB cable transfers (using a cable from the firm) and the soon-to-be-released Windows 2000 operating system.

TECH SUPPORT TOOL

Also, as the computing world evolves, the nature of remote access software is changing, too. In addition to being a way to control the functions of a remote computer, it's metamorphosing into a tool IT departments can use to provide tech support virtually anywhere.

Remote access software has some built-in advantages over doing work on the Internet. For one, it's more efficient. When a user tries to open a PowerPoint file on a remote system using Outlook or a Web-based access product, performance plummets, Greco asserts. "The pipe we send information across is not large enough or fast enough for us to perform remote-control functions through HTTP," he says. "We're all trying to figure it out."

Even if the Internet is convenient and inexpensive, many still see it as less secure than remote access. "There are lots of interesting Net-based solutions out there now which allow us to access our data, in many cases for free," says Theresa Nozick, an industry analyst with Mobile Insights, a Mountain View, CA, consultancy. "However, for enterprise users, the biggest issue is security. IT [management] seems to favor customized remote access software solutions to ensure the integrity of the data."

And remote access offers familiar responsiveness of an office system. "Users could survive not using these types of products, but most of them wouldn't want to," Nozick says. "Users, particularly those who travel often or are always remote, want to see their system act as close to an on-campus, LAN-connected PC as possible. It makes sense because it affects their productivity."

As they adapt their remote access software to today's scene, publishers are emphasizing remote support and Internet-based access, says Charles LaForge, senior product manager at Symantec Corp.'s remote software unit in Melville, NY. That firm's product, pcAnywhere, now in its ninth version, has changed with the times, he says.

"What pcAnywhere provides is the ability to get to that PC at the office to transfer files, synchronize files, remotely run applications. It's also a great tool at the office to connect to people working at home or in a hotel room. When they call back and say, 'I'm having problems with my configuration files,' or 'My PC isn't working properly,' the help desk can call the user and troubleshoot the problem directly."

LaForge notes, "People using the product today have a need to dial into a specific system, or we have people using it for small business to kick off a nightly batch process."

So if there's still life in these products, what's new? One trend is using remote access to help with tech support.

The latest version of pcAnywhere, which Symantec announced in June, helps make remote access easier for an IT support team. The company says the package allows IT managers to pre-configure installation and runtime settings as part of the remote installation procedure. The utility, called a Host Administrator, also lets administrators view the security log on each machine.

> **Remote access is metamorphosing into a tool IT departments can use to provide tech support virtually anywhere**

Another company taking advantage of remote support is Compaq. Greco notes that one of his company's key applications could be filed under the category of "computer maker, heal thyself". — or at least heal thy users. Compaq, he says, bundles a customized Carbon Copy client on each

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EXECUTIVE

News Briefs

■ Telecom Innovator McCaw Leads ICO Rescue Financing

LONDON — Telecommunications pioneer Craig McCaw will lead a group of international investors that will provide up to $1.2 billion to rescue satellite phone venture ICO Global Communications Ltd., ICO says. In a deal signed last month, McCaw and his affiliates Teledesic LLC and Eagle River Investments LLC will lead a group of existing investors in ICO, which filed for bankruptcy in August, to provide $225 million in interim finance. (Reuters)

■ INTELSAT Member Countries Vote To Privatize

The 143 countries that own the global satellite communications provider INTELSAT voted to privatize the company, INTELSAT says. In a unanimous decision, the countries agreed to restructure INTELSAT to guarantee its continued commercial viability, while maintaining connections for poorer countries that rely on the system to connect to the rest of the world. (Reuters)

■ Orbital To Restate Results For Past 2 Years

Accounting woes reappeared at Orbital Sciences Corp. for the second time this year after the satellite maker said it would have to restate the losses in an affiliate by as much as $60 million going as far back as 1997. Orbital says it will change the accounting of its investment in Orbital Imaging Corp., an affiliated satellite services business, for the past 10 quarters. Also, Orbital's independent auditors have questions about the valuation of the Orbital's Magellan Corp. subsidiary. (Reuters)

Remote Access Software

continued from page 137

PC it sells. The software lets the firm's tech support center reach out to customers experiencing technical difficulties. With it, the firm achieves a "98 percent first-call completion rate," a measure of customer satisfaction that is important for the firm, Greco says.

Greco says Compaq's success with using remote access software to solve technical hassles has implications for other organizations. "Remote support is the next breath of fresh air for remote access software," Greco says. "This technology has been around for a dozen years now, but the whole notion of remote support is really starting to catch fire."

Organizations are able to attach a return on investment to the remote support application, he says. "Remote support has very tangible benefits that organizations can measure."

Greco also touts Compaq's adoption of specialized connection technologies such as Microsoft's Internet Locator Service, or ILS. With it, he says, "an organization can set up so remote users can publish their availability on an ILS server, and the support center doesn't need to know a phone number and IP address. They can just click on a user's name and take control of a remote device."

MOVING TO VPNS

Adding to issues surrounding remote access is the question of Internet firewalls and virtual private networks (VPNs), which are growing in popularity. According to Ray Suarez, a product marketing manager with Axxent Technologies Inc., in Waltham, MA, the reason many organizations use a firewall is simple: security.

A firewall protects people on the inside of a corporate network, he says. "Firewalls are used to separate the corporate network from the Internet. A firewall keeps people from the outside from coming into your network. It's not just you on the Internet. There's 30 million people out there."

But legitimate remote users need to get through a firewall to access the data they need. Two Axxent products offer a way, Suarez says. RaptorMobile is a $99 client that works with the firm's Raptor firewall software to allow authorized remote users to gain access to the network.

PowerVPN is a site-licensed service that combines Internet access to an organization's main computing hub with secured and authenticated access.

By using a product such as PowerVPN, Suarez says, users can control the security end of communications while allowing others to handle the networking hassles. The alternative to having a VPN "is to set up 100 modems, manage those modems. Then you must buy 800 lines, etc., and have someone to manage it all. The more people you have, the more expensive it is. A VPN moves the whole infrastructure headache out to the ISP, which is typically better suited to handle this."

●

In the enterprise, the biggest issue is security

●

What is the future for remote access software? You can expect more consolidation in the market, analyst Nozick says, and probably more efforts by Microsoft to incorporate remote features in their products.

Having communications options for remote file transfers will remain important, says Bob Beech, former senior vice president at LapLink.com.

"Whether you're on the Internet or dialing in, people are going to want choices," Beech says. "In the future, we're working on releasing some file transfer products designed for the Internet. It is a core strength of ours, and we've done a lot of research on how people do file transfers. There are a lot of things that can be done to make it an easier, better experience."

Instead of being written off, then, remote access software might be entering a new phase. **M**

Mark Kellner has more than 15 years of experience in writing about computers, telecommunications and technology. He writes the syndicated On Computers column for *The Washington Times*. He is a regular contributor to *Success*, *Working at Home* and *Nation's Business*. He served as editor-in-chief of *PC Portables*, editor of *The Report on AT&T* and news editor of *MIS Week*. He held senior editorial positions at *UNIX Today*, *Federal Computer Week* and *Government Computer News*. He has been a frequent guest on MSNBC, FOX TV, BBC News and National Public Radio. You can reach him at m_kellner@earthlink.net.

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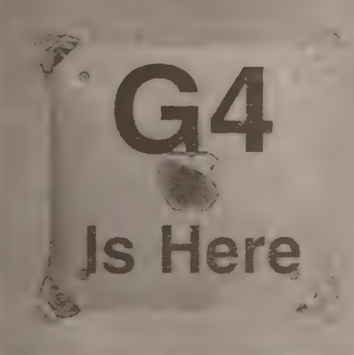

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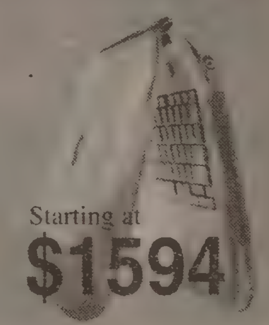

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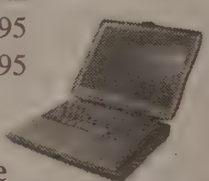

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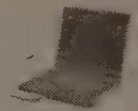

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EXECUTIVE News Briefs

■ Ericsson Sees Rise In Handset Sales In China

STOCKHOLM — Swedish telecoms group Ericsson, the world's third-largest mobile phone maker, says it is recapturing lost ground in China's handset market. Ericsson also says it is not worried about media reports that China is planning to impose production quotas on foreign mobile phone makers. (Reuters)

■ Motorola, Sprint To Offer Wireless Travel Planning

Have cell phone, will travel. Motorola Inc. and Sprint PCS Group, two big names in the wireless telephone industry, each hooked up with partners to offer travel services over wireless phones. Motorola says it forged an agreement with online travel reservation system WORLDSPAN, while Sprint PCS says it linked with GetThere.com, which was formerly known as Internet Travel Network. (Reuters)

■ Takeover Talk Sends Microcell To New High

TORONTO — Microcell Telecommunications Inc. charged into record territory as rumors that the wireless operator is a takeover target picked up steam. The Montreal-based firm's red-hot market streak is being fueled by investors watching consolidation in the U.S. market coupled with a Microcell shareholder selling its stake in the company. (Reuters)

GETTING A HAND ON PALM COMPUTERS

By Lawrence J. Magid

First there was the mainframe. Then came the minicomputer and later the desktop PC. They were followed by the transportable, the laptop, the notebook and the palmtop. Today there's even a credit card–size personal organizer. If electronic data storage devices get any smaller, you'll be able to implant them in your brain.

We don't have a brain-implanted computer — yet. But we do have scores of pocket-sized devices on the market, starting with the credit card–size Rex, from Starfish Software and Xircom, and moving up to the Palm VII connected organizer that also doubles as an e-mail and Web-surfing device.

Before we look at today's products, let's recap some history. Personal organizers, also known as personal digital assistants or PDAs, have been around for more than a decade. But until Palm Computing, now part of 3Com Corp., introduced what was then called the PalmPilot, the category wasn't taken seriously by consumers.

Apple was one of the first companies to release personal digital assistant. But, in inimical Apple style, it didn't just announce the Newton MessagePad in 1993, it hyped it to death. Then-CEO John Sculley predicted the Newton would revolutionize the way people access information.

Newton's failure wasn't responsible for Apple's multiyear revenue loss and Sculley's departure from the company, but it didn't help much either. Apple eventually spun N[illegible] arate company, then p[illegible] it off entirely.

AT&T tried with its EO, and several companies bet the store on software and operating systems for PDAs. General Magic, now doing well as the provider of the Portico and MyTalk.com systems, got its start developing operating systems for handheld PCs. Trouble was, no one was buying them.

Palm PCs came to the fore in 1996 when Jeff Hawkins, Donna Dubinsky and others founded Palm Computing and introduced the PalmPilot. But the PalmPilot wasn't the first device to find market success. Casio, Sharp and several other companies had earlier introduced relatively unpretentious handheld organizers — typically for less than $100 — that sold, and still sell, reasonably well. Still, the PalmPilot was the first to capture the hearts and minds of technologically astute gadget buyers.

So, with that as a backdrop, let's examine the current state of handheld organizers to see what they offer.

REX AND STARTAC CLIPON

The smallest of the bunch is the Rex from Xircom. Starfish Software and the Citizen Watch company developed the Rex; Franklin originally marketed it, but then sold the product line to Xircom in September. The Rex Pro weighs 1.4 ounces, measures 3⅜x 2⅛x¼ inches and is able to store up to 6,000 records in its 512K of RAM. Like the Palm and most other organizers mentioned in this article, it comes with software that lets you to trans- [illegible] PC.

[illegible]ash, which was acquired by Motorola, developed another Rexlike device. Instead of a credit card-size, standalone organizer, it's actually

continued on next page ➤

A HAND ON PALM COMPUTERS

continued from previous page

a peripheral for Motorola's StarTac phones. The StarTac clipOn organizer attaches to the back of a StarTac phone and can store thousands of phone numbers and addresses, as well as a schedule and other information.

Next up, at least in terms of size, are the personal organizers from Sharp and Casio. Their numerous offerings start at less than $60 and can keep track of personal information. They share a keyboard that's too small for a touch typist but big enough to enter a few names and addresses. And the cable and software available for most models makes it unnecessary to enter too much data with the keyboard.

Sharp doesn't get a lot of coverage or a lot of respect, but it has some excellent organizers. The Y-480 comes with 256KB of memory, a PC link cable with software, and it has a larger-than-usual keyboard and numeric keyboard. It lets you store up to three phone books, e-mail addresses and more. The Y-480 has a 19-character–by–5-line backlit display.

TRG's TRGPro is based on the Palm Operating System

In June, Sharp introduced the OZ-750PC and OZ-730PC, both with up to 2MB of data storage and a newly designed silvertone shell. The company is serious enough about this new product line to release new, freely downloadable versions of its operating system, and it's expected to make deals with InfoSpace.com and other companies for synchronization between its Wizard and the Web. Prices start at about $150; information is at www.mywizard.com.

Casio is putting most of its resources into its Cassiopia line of Windows CE devices, but you can still get some older handheld organizers, including the BN-20, which features 2MB of memory, a 53-character–by–20-line display, a Qwerty keyboard, PC synchronization and a built-in personal information management program.

PALM USHERS IN NEW ERA

Everything changed in 1996 when, during David Coursey's Demo Conference in Indian Wells, CA, the founders of Palm Computing introduced the PalmPilot. The little handheld organizer didn't do anything that previous organizers couldn't do — in fact, it did less. But it performed its functions in a simpler and more elegant manner.

The device caught on immediately among the digerati in attendance at the conference and did well when it was released. Millions were sold, and revenue from Palm organizers — $174.2 million — now represents 13 percent of 3Com's entire revenue.

The Palm platform has grown to three families of products — the III, V and VII.

3Com's Palm VII has a built-in wireless modem that lets users send and receive mail and visit a limited number of Web sites. The Web capabilities of the Palm VII are very limited. Users can visit only those sites that have a business relationship with Palm and offer what the company calls *Web clipping* — a stripped-down data set suitable for a small-screen, monochrome device and a low-bandwidth wireless modem.

Palm's latest models are the IIIe series, which have the most important feature Palm has offered — affordability. Starting at less than $150, they represent Palm's first effort to penetrate the consumer market.

In another bold move — bold, at least, for Palm — the company decided to license its operating system and application software to other hardware vendors. The first two takers are Handspring (www.handspring.com) of Mountain View, CA, and TRG (www.trgpro.com) of Des Moines, IA.

Handspring introduced the Visor, which looks and acts just like a Palm but has an expansion slot, called a Springboard, on the top of the unit. Handspring published its specification for hardware expansion units, and several companies are developing modules, which are expected to include wireless modems, pagers and a cell phone.

While Handspring has a proprietary hardware interface, TRG has developed a Palm clone, which uses a standard CompactFlash expansion slot. CompactFlash cards are primarily used for memory in digital cameras and other small devices, but the same interface can also support other

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E X E C U T I V E

News Briefs

■ FCC Looks To Require Access For Disabled In Future

After ensuring access for people with disabilities to wireless phones and digital televisions, Federal Communications Commission Chairman William Kennard said he is looking ahead to guarantee access for the disabled to new technologies. "We have to do more than just address the current needs," Kennard said during a White House briefing on disabilities issues. "We have to be looking ahead at what the anticipated needs will be as technology changes and as the networks upgrade to digital." (Reuters)

■ Microsoft Defends Windows CE

GENEVA — Microsoft defended its Windows CE operating system after news of a major agreement between 3Com's Palm Computing and Psion-led Symbian that will challenge Microsoft for software supremacy in the burgeoning wireless Internet world. Microsoft said it was getting smarter in software for mobile devices and though its Windows CE was coming from behind in terms of market share, it sees its strengths in its potential to support the increasingly advanced functions of the future. (Reuters)

■ HP Unveils Wireless Strategy

Hewlett-Packard Co. said it unveiled a new initiative to extend its e-services Internet product into the wireless world. The announcement was made by the company's new chief executive, Carly Fiorina, at the Telecom 99 conference in Geneva. In her first major strategy announcement, Fiorina said the company's mission was to integrate Internet technology and mobile devices to build the next generation of intelligent devices. (Reuters)

PC Buzz - System Deals

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A Hand On Palm Computers

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devices such as modems, network adapters and other expansion units. The first TRGPro units, which have 8MB of RAM and enhanced audio (3Com's devices have no audio), have a suggested retail price of $330.

Palm has also licensed its software to Qualcomm, which has built the PDQ cell phone. The PDQ looks like an oversized Palm connected organizer. You can dial directly from the Palm database, and if you're signed on to the Spring Network, you can use it for voice and data. Palm has also announced a deal with cell phone giant Nokia to build cell phones based on the Palm operating system.

Another major company has its mind on expansion as well. Microsoft is working feverishly to expand the market for its Windows CE handheld devices that it calls Palm-Sized PCs. Several hardware vendors, including Hewlett-Packard, Compaq Computer, Casio, Everex, Philips, Bcom, Palmax and Uniden are producing Windows CE-based devices.

Palm-Sized PCs look a bit like the 3Com devices and do pretty much the same thing. But, as you might expect from products that run an operating system from Microsoft, they do a lot more. All the devices have built-in sound, many have color screens, some have audio-recording options, and some support even more features, including MP3 audio.

On paper they're great: just loaded with features. But most reviewers, including me, who compare the Microsoft CE devices with Palm Computing Devices prefer the Palm systems because of their simplicity, ease of use, elegant design and performance.

One handheld organizer hasn't really caught on in the United States, but a fair number of people use its products in its home country: the United Kingdom. London-based Psion offers a number of keyboard-equipped handheld organizers, including the popular series 5 and the new Revo, a highly stylized organizer that manages contacts, e-mail and more in a package that weighs 7 ounces and measures 6x3x¾ inches. The Revo has connectivity galore with PC links, mobile phone cables and the ability to use a dial-up modem.

CELL PHONE CONVERGENCE

Yet another market segment is the convergence between organizers and cell phones. We've already covered the Qualcomm/Palm PDQ, the Motorola StarTac clipOn organizer and the announced deal between Nokia and Palm. But these are just the beginning.

Compaq's Aero 2100

Just weeks into the new year, if not sooner, we can expect to see a new generation of cell phones that offer personal information management tools along with e-mail and Web surfing. Sprint PCS recently fired a salvo at this market when it introduced its Touchpoint Internet-enabled phone, manufactured by NeoPoint, which the company is advertising heavily.

These devices will feature a lot more memory than they do today as well as creative new interfaces that will make it easier — and safer when driving — to access data. Many will also include Internet access. So, with a single device, you can check your schedule, exchange e-mail, surf the Web and call your friends. And, yes, if Microsoft has its way, some will also "do Windows." **M**

Lawrence J. Magid has written a globally syndicated column since 1983 that originates in the *Los Angeles Times* and runs on AOL. He also has written for *Fortune, Upside, PC World, Information Week* and *Computer Currents*, among other publications. He can be heard on KCBS radio in San Francisco, KNX radio in Los Angeles, and National Public Radio; he also appears on The Internet Café syndicated TV program. Magid is the author of several books and hosts three popular Web sites: Larrysworld.com, SafeKids.com and SafeTeens.com. He is the former editor of *PC* magazine and co-founder of Know How, one of the nation's first computer training companies. Contact him at magid@latimes.com.

EXECUTIVE News Briefs

■ Motorola, AOL Plan For Wireless Instant Messenger

Motorola Inc., the world's second-largest wireless telephone maker, and Internet media company America Online Inc. (AOL) say they will develop the AOL Instant Messenger messaging software for Motorola's wireless devices. The alliance will allow for real-time communication between users of Motorola's wireless communications devices and AOL's 45 million instant-message users. (Reuters)

■ FCC Staff Wants No New Regulation Of Cable Internet

Federal regulators monitoring high-speed Internet services report that the market is continuing to develop and that no new regulation is needed. A report by the staff of the Federal Communications Commission urged the agency to continue to allow the so-called broadband market to develop without regulation. (Reuters)

■ Possible SBC, Deutsche Telekom Linkup Could Boost Both

SBC Telecommunications Inc. and Germany's Deutsche Telekom AG are reportedly in talks that analysts say might deepen SBC's presence in Europe and bolster Telekom in the lucrative U.S. market. A German newspaper reported that SBC, the biggest U.S. local carrier, and Deutsche Telekom, Europe's No. 1 phone company, were in unspecified talks amid renewed signs of relentless consolidation in the telecommunications business. (Reuters)

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PC Buzz - Computer Parts and Peripherals

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Vision Master Pro 510 21" AG	$1299⁹⁵

THE Y2K DISPLAY

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Shamrock C509D 15" SM	$139⁹⁵

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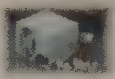

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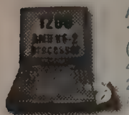

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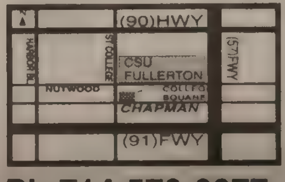

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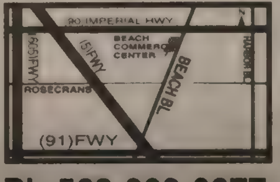

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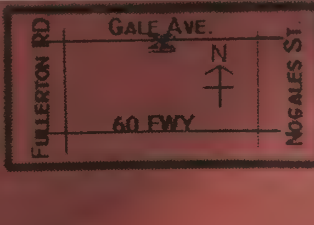
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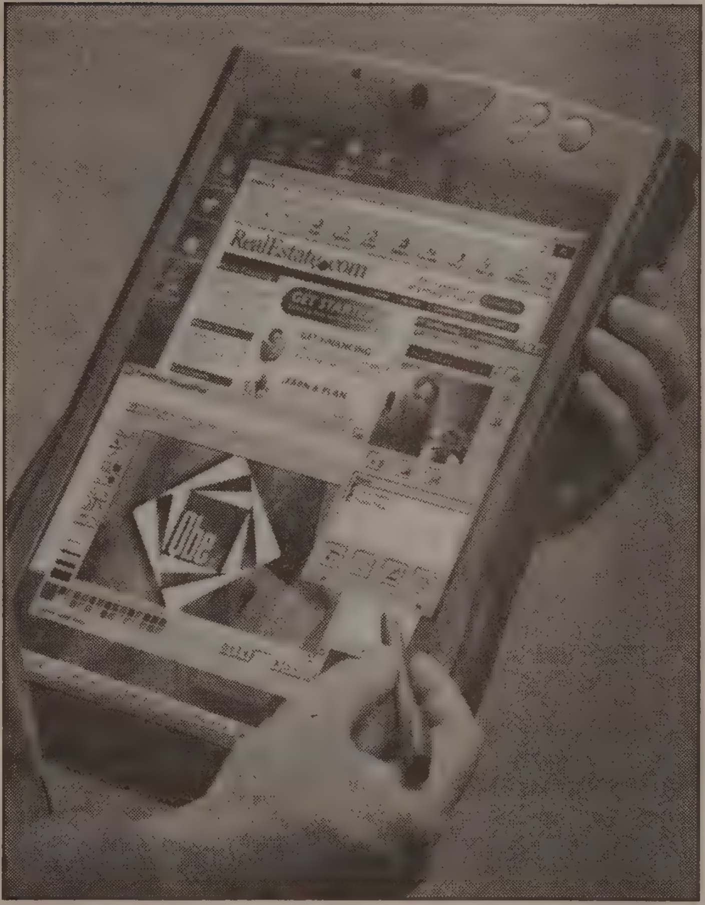

Qbe Personal Computing Tablet

Qbe Personal Computing Tablet

Aqcess Technologies Inc. introduced the Qbe (pronounced "Cube") Personal Computing Tablet that combines TouchPen Technology, handwriting and speech recognition, a CCD camera, multimedia features and Internet access in a wireless device. It weighs 4 pounds, measures 14x10x1.5 inches and has a 13.3-inch Active TFT Matrix color display with resolutions up to 1,024x768 pixels. The unit features speech recognition software that allows voice commands and generates documents up to 140 words per minute. It also includes the Porticle, a compact keyboard and mouse and mobile docking station that offers additional serial, parallel, SVGA and PS/2 ports.

Plug-In Cards

Socket Communications Inc. announced that its family of low-power Ethernet plug-in cards supports the Compaq Computer Aero 1530, a palm-size PC powered by Windows CE. For in-office use, Socket's low-power Ethernet cards offer data synchronization between an Aero 1530 and a desktop PC. For out-of-office use, Socket's digital phone card makes it possible for the Aero 1530 to connect to a data-capable cellular phone for sending and receiving e-mail, browsing the Web and synchronizing data with a corporate network wirelessly. All Socket's CompactFlash cards can be used in the CompactFlash CF+ slots of the Compaq C-Series 2010C color handheld PC, Aero 2100 color palm-size PC and Aero 8000 Handheld PC Pro. They can also be mounted in adapters and used in the PC Card slots of Compaq's Armada portable PCs as well as in the Aero 8000.

WineScore Software

WineScore Software for Palm Computing devices is a database of ratings of wines from almost every California winery. If the wine is on the shelf or wine list, WineScore will tell how good it is. The software includes ratings of more than 4,000 wines from 800 wineries. The ratings, based on the opinions of major wine critics and on the results of important wine competitions, are presented on a scale of 1 to 10, with 10 representing world-class wine.

continued on page 153 ➤

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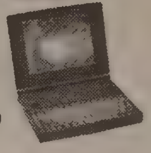

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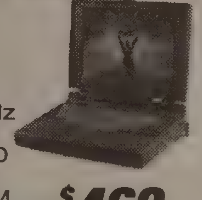

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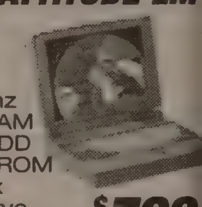

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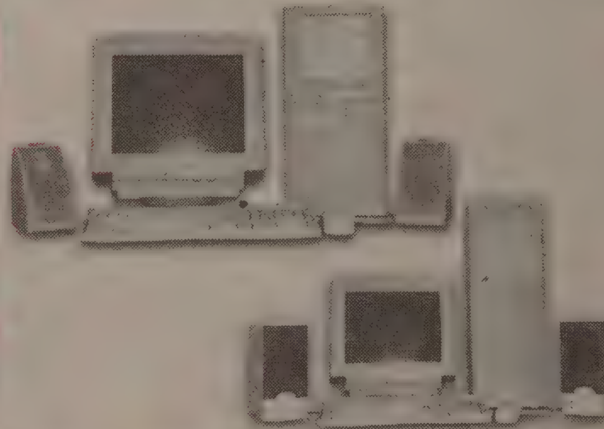

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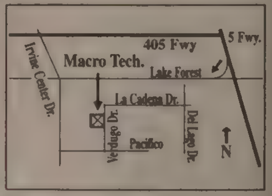

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continued from page 151

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MiniCD Flip

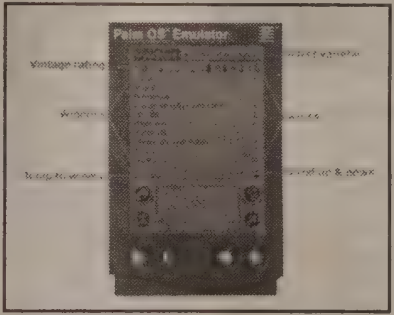
CMS Peripherals announced its MiniCD Flip CD-ROM drive, a flip design for portable CD-ROM drives featuring a fold-away cable and PC Card. At 15 ounces, the MiniCD Flip is compact and includes a retractable cable and PC Card that fit into a cutaway slot on the bottom of the drive, making the entire unit self-contained and transportable. The product is useful for notebook users who do not have a CD-ROM drive, especially owners of the new ultra-thin notebooks, and for all mobile users who want a compact, plug-and-go option.

Earthmate

The Earthmate GPS Receiver is a pocket-size link to the satellite navigation technology of the Global Positioning System (GPS). Earthmate and a laptop PC will show any location on detailed Street Atlas USA maps. Earthmate features a durable housing with a moisture-resistant seal and is designed to withstand a variety of road conditions. It includes Street Atlas USA software with specific address-to-address routing on the CD-ROM and GPS voice navigation and back-on-track capabilities. To use Earthmate with Palm Computing organizers and Windows CE 2.0 handheld or palm-size PCs, you need Solus Pro 1.5 software and additional cables.

Palm HotSync Server Software And Ethernet Cradle

Palm Computing Inc. announced two products, the Palm HotSync Server software and the Palm Ethernet Cradle, for added management and support of handheld computing. With these two products, enterprises can put more server-based information in the hands of their mobile workers. The server software provides the infrastructure to synchronize hundreds of Palm Computing or other handheld products, with an enterprise server. The software enables users to access corporate databases and applications, including those from IBM, Oracle, PeopleSoft, Remedy, SAP and Sybase. The cradle enables server synchronization from shared spaces and supports many Palm products as well as IBM WorkPad 20X and 30X products, Franklin Covey products and the Symbol SPT 1500.



Palm HotSync Server Software

Skipjack Runabout

Skipjack Runabout is Evolv's point-of-sale software for the Palm Organizer. Evolv Adaptive Technology, the providers of Skipjack Merchant Services, released its trial version of Skipjack Runabout that lets merchants accept credit cards for the sale of goods and services in a secure transaction while safeguarding account providers. There are three components in the Skipjack Runabout: the Digital Wallet for the secure storage of credit card information, the Virtual Point of Sale (VPOS) application for acceptance of secure orders and the conduit for processing those orders. Platform- and browser-independent, it features real-time authorization and settlement as well as e-mail receipts for customers and fulfillment entities. The service can be private-labeled for customized use by financial institutions, acquirers and third-party processors. Skipjack supports Visa, MasterCard, American Express, Discover, Diners Club, JCB and debit cards. **M**

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AMD Athlon [illegible]	[illegible]
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AMD Athlon 500	[illegible]
AMD K6-3 450 3D	$481
AMD K6-2 400 3D	$441
AMD K6-2 450 3D	$399
AMD K6-2 [illegible]	[illegible]
AMD K6-2 [illegible]	[illegible]
Cyrix MII [illegible]	[illegible]
Cyrix MII 366	$368

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AMD K6-3 400 3D	$893
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AMD Athlon 500	$716
AMD K6-3 450 3D	$593
AMD K6-3 400 3D	$553
AMD K6-2 450 3D	$511
AMD K6-2 400 3D	$500
AMD K6-2 350 3D	$493
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AMD Athlon [illegible]	[illegible]
AMD Athlon 600	[illegible]
AMD Athlon [illegible]	[illegible]
AMD Athlon 500	[illegible]
AMD K6-3 450 3D	$431
AMD K6-3 400 3D	[illegible]
AMD K6-2 450 3D	$349
AMD K6-2 400 3D	[illegible]
AMD K6-2 350 3D	$331
Cyrix MII 350	$327
[illegible]	[illegible]

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- Digital ATX Case

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AMD K6-2 350	$ 44.95
AMD K6-2 400	$ 54.95
AMD K6-3 400	$109.95
AMD K6-3 450	$149.95
Pentium II 400	$139.95
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AMD K6-3 400 w Motherboard	$169.95
AMD K6-3 450 w/Motherboard	$209.95
AMD K7 600 w/Motherboard	$599.95
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BY PETER RUBER

Digital certificates encrypt online messages and verify senders and receivers. Financial institutions are banking on these pricy tools to ease their customers' fears about transactions on the Web. Will they pay off?

Just a couple of years ago, if you wanted to do electronic banking you had to install proprietary software on your computer, then have your modem dial a private telephone number at your bank. Some banks still work that way.

But today, users can also bank on the Internet. And they can do much more than just view their balance or check old statements. They can open and close accounts, move money between accounts, pay bills, and buy and sell stocks through a bank's discount brokerage unit.

Financial institutions benefit, too. Many credit card organizations and utilities, for instance, are developing systems to lower the costs of preparing and mailing out millions of statements each month.

Still, the practice is not as common as banks would like, partly because of the dangers that lurk in cyberspace when so much money is so mobile.

But e-banking could soon get a major boost as financial institutions begin to deploy a new technology: *digital certificates*. These highly secure tools combine encryption keys with an added layer of software that uniquely iden-

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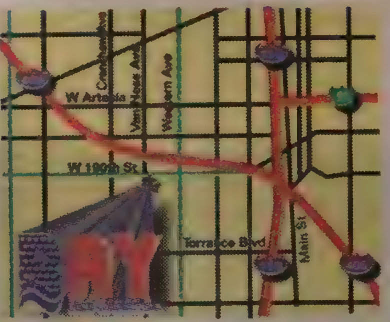

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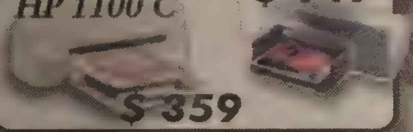

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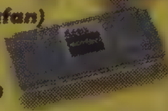

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Making E-commerce Secure

continued from page 157

tifies sender and receiver. The encryption standard is based on the U.S. Government's Public Key Infrastructure (PKI) specification; it uses 56-bit and 128-bit encryption keys that are virtually impenetrable.

PKI goes beyond the Internet Protocol Security (IPSec) security standard advocated by manufacturers of virtual private network (VPN) routers. The VPN's function is to wrap an extra layer of security around IPSec-encoded data to prevent unauthorized persons from intercepting transmissions. Many call it an "armored pipe."

VPN and IPSec are far from a perfect security solution, and they still have hurdles to overcome. Because of high equipment costs, VPN routers encapsulated with IPSec are practical only in business-to-business communications where highly classified information must be protected at all costs — whether it's traveling on the Internet or other public switched networks such as frame relay or ISDN.

A lack of standards has locked companies into deploying VPN routers from only one vendor. Only recently have VPN router vendors begun to reach a consensus on an IPSec standard that will enable products from multiple vendors to work in harmony.

And although IPSec is a highly secure encryption method, it will secure data only between gateways (VPN routers). If hackers get into a network through a firewall or a flaw in the network perimeter — or are employees of the organization — they can easily intercept decrypted messages once they pass through the VPN router. The organization would then need to install intrusion-detection software on networks to monitor patterns of illegal activity and misuse.

In contrast, messages using digital certificates are intended only for communications between two entities: typically, between two users, or between a user and an e-commerce site or a remote network server.

Setting up a certificate authority within an organization is straightforward. Those who will receive and send secure messages are registered in a database. The registration process creates unique, detailed profiles from basic information about each person, such as name, Social Security number, employee number, driver's license number, birth date, and special words or phrases.

This information is encapsulated in a software program and downloaded to the person's computer. The user merely has to create a password to get in to the system. When the user wants to send a secure message or make a secure connection, the digital certificate creates random keys that authenticate the user.

The system checks that the recipient is valid, then encrypts and transfers the message. The keys contain the code for encrypting and decrypting. Random keys ensure the encryption key is different each time the user logs on.

With Internet banking, the bank's database contains information about every registered user on the system and authenticates users before opening the transaction gates.

NOT UNIVERSAL

Aside from high licensing costs, PKI digital certificates have a major drawback: their proprietary nature. If an organization needs to secure communications with a business partner or supplier, both have to use certificates from the same certificate authority. Certificates from competing products do not interoperate — even if all comply with the X.509 formatting specification established by the Internet Engineering Task Force (IETF).

And unlike productivity applications, digital certificates aren't always usable straight out of the box. They must be integrated with a specific system, such as an electronic banking system, an e-mail system, a VPN or a server operating system. Even the choice of VPN router or VPN software is limited to the products supported by the certificate authority. Vendors provide open API toolkits (either free or for a fee) so that you can build your own solutions. But developing these applications is time-consuming and therefore an expensive effort.

The IETF's PKI Working Group is tackling the technical issues of certificate interoperability. Authorities don't expect a solution for several years.

Distributing digital certificates to a large number of users entails considerable maintenance and support. Companies that keep a tight rein on their IT infrastructure — those that do not outsource any of their IT operations — insist on managing certificate registration, revocation and life cycles themselves, says Nigel Johnson, vice president of alliance marketing for Entrust Technologies (www.entrust.com) of Ottawa.

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THE ENIGMA MACHINE

Most of us accept the axioms that there is nothing new under the sun and that history repeats itself. So it should surprise no one that using ciphers and encryption has a long and honorable history. Take, for example, the Enigma Machine.

During the opening days of World War II, a Polish army unit overran a German patrol and captured a strange mechanical contraction. Allied military intelligence called it the Enigma Machine. Ugly though it was, this hybrid mating of a typewriter with primitive computerlike functions turned out to be the cipher device that Nazi Germany's war machine had invented for creating the encoded messages that had baffled mathematicians and encryption experts since the mid-1930s.

The Enigma machine was unique because its alphanumeric keys were movable and could be placed in any prearranged position on the keyboard. Military commanders sending encrypted communications simply typed in a "key" of how the machine's keys had been arranged, followed by a native language message.

The printed paper tape output was a series of scrambled letters. After short-wave radio operators received the messages, their superiors merely had to rearrange their keyboards to match the header "key" preceding the message. By altering the "keys" in infinitesimal combinations, encryption codes could be changed daily, weekly, or on the fly, in minutes.

That is why the messages were impossible to crack. The U.S. government considered the Enigma Machine a dangerous weapon and destroyed it after the war. The only remnants of its existence are several photographs and the metal wheel that once held the output tape. The latter had served for decades as a paperweight on a government official's desk. Both are on display in the Boston Computer Museum.

Techniques became more sophisticated during the Cold War, when governments began exploiting computers to generate complex ciphers based on mathematical algorithms. Today's encryption technologies are clearly related to the Enigma Machine. *— PR*

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continued from page 159

Others contract with vendors or third-party specialists to manage their programs. Entrust, a subsidiary of Northern TeleCom, is one of two leading authorities; the other is VeriSign (www.verisign.com) of Mountain View, CA.

THE STANDARDS QUEST

In the past few years, financial institutions including Visa, MasterCard, smaller credit card and debit card organizations, and bank-holding companies have supported working committees to create a standard methodology for conducting secure financial transactions. An accord has yet to be reached.

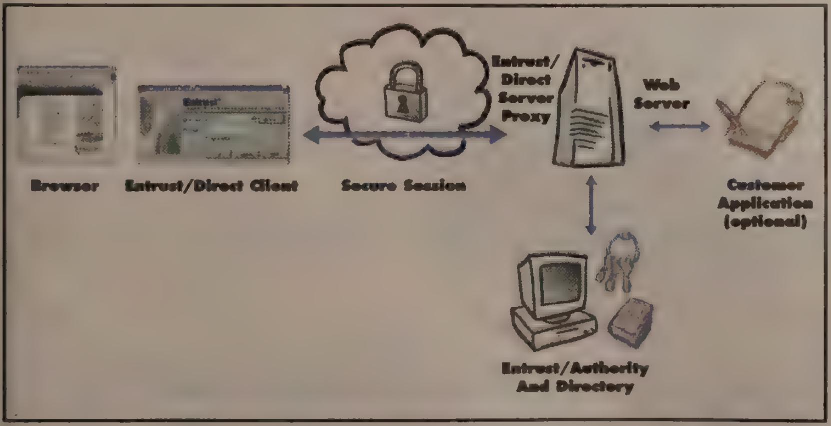
Scotiabank (www.scotiabank.com), a $233 billion global financial powerhouse based in Toronto, recently stepped to the forefront with what it calls a universal Internet-based financial transaction network that would be as convenient and secure as using a debit card and PIN at an ATM. It combines electronic banking services and online purchasing, according to Albert Wahbe, executive vice president of electronic banking.

In the past 16 months, more than 130,000 Scotiabank customers, 2,200 billers (utilities and smaller banks), and 70,000 merchants have signed up for this electronic security plan. And Scotiabank's financial software has been licensed by the Canadian government, the Canadian Postal Service, and the Province of Ontario. Scotiabank has launched a business unit called e-scotia.com.inc to market its software worldwide.

"Customers told me they wanted total access to all their financial relationships with the same look and feel for everything," Wahbe says. "No one in the real world does that. Your Visa statement looks different from your mortgage statement, which looks different from your checking account statement, and so on."

Scotiabank's consulting firm designed a graphical interface that has the same look and feel, flow-through, and navigation buttons for all banking and financial transactions. The security portion incorporates Entrust's PKI digital certificate technology.

Before his bank's system went online, Wahbe says, several pilot systems underwent rigid security checks. The bank invited experts — including security experts from IBM Corp., the consulting organization KPMG and a group known as Ethical Hackers — to crack the system.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How Entrust's digital certificates encrypt online transactions

"They couldn't get in," Wahbe says. "They told us it was very secure. We're more than willing to share our technology with other banks, debit-card organizations, financial institutions, and governments at a reasonable cost, if it will help to create a standard way of conducting secure transactions over the Internet. Ultimately, that will help us recoup some of the millions of dollars we've invested in developing this software."

Some 2,200 billers in Canada (such as utilities and smaller banks) and 70,000 merchants use the system. "Our electronic banking customers can now get on the Internet, complete whatever transactions they have to perform with us, do bill-paying and conduct significant purchases with merchants allied with us — with the same kind of security they have with our bank," Wahbe says.

If commerce on the Internet becomes a commodity service in the way of debit cards and ATMs, it could move forward the entire way consumers conduct financial transactions, purchasing and bill-paying. Selling this change to the public and assuring them of complete confidentiality is quite another matter. The specter of Big Brother is all too menacing. M

Peter Ruber is a 15-year veteran of technology journalism. He can be reached at pruber@prodigy.net.

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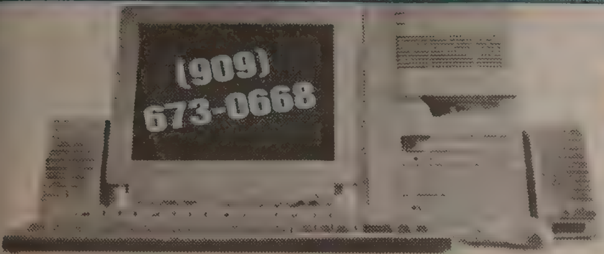

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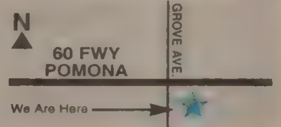

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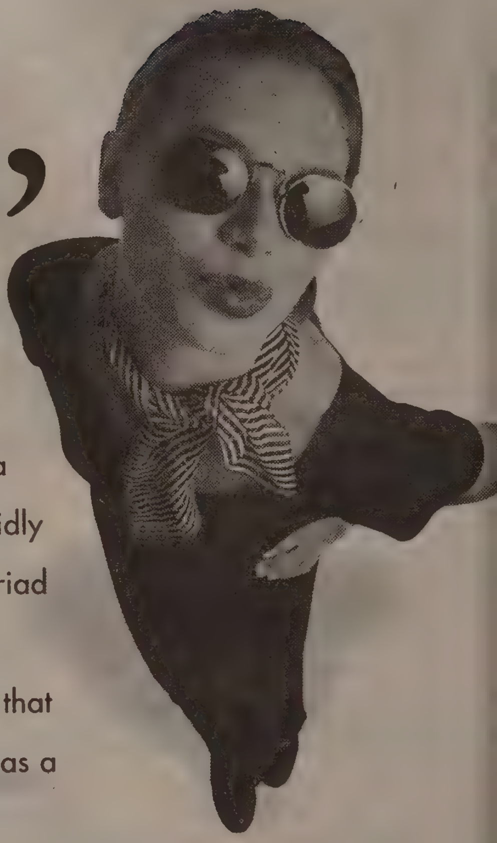

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INTEL PENTIUM III SUPREME DVD

INTEL PENTIUM III PROCESSOR
512K L2 CACHE
128 MB SDRAM PC 100MHZ
20.0 GB ULTRA ATA HARD DRIVE
3.5" 1.44 MB FLOPPY DRIVE
ATI RAGE FURY 32MB AGP
6X DVD ROM DRIVE
PCI SOUND BLASTER LIVE
SPEAKERS W/SUBWOOFER
56K INT USR FAX MODEM W/VOICE
MID TOWER ATX CASE
MICROSOFT KEYBOARD
MICROSOFT PS/2 MOUSE
MICROSOFT WINDOWS 98 SE

PENTIUM III 450 MMX	*$1100*
PENTIUM III 500 MMX	*$1145*
PENTIUM III 550 MMX	*$1245*
PENTIUM III 600 MMX	*$1435*

INTEL PENTIUM III BEST BUY DVD

INTEL PENTIUM III PROCESSOR
512K L2 CACHE
128MB SDRAM PC 100 MHZ
15GB ULTRA ATA HARD DRIVE
3.5" 1.44 MB FLOPPY DRIVE
ATI XPERT 2000 32MB AGP
6X DVD ROM DRIVE
PCI SOUND BLASTER LIVE
SPEAKERS W/SUBWOOFER
56K INT FAX MODEM W/VOICE
MID TOWER ATX CASE
MICROSOFT KEYBOARD
MICROSOFT PS/2 MOUSE
MICROSOFT WINDOWS 98 SE

PENTIUM III 450 MMX	*$1050*
PENTIUM III 500 MMX	*$1100*
PENTIUM III 550 MMX	*$1210*
PENTIUM III 600 MMX	*$1380*

MONITORS

MAG			
MAG XJ 500 T	15"	.25	$165
MAG XJ 700	17"	.26	$255
MAG XJ 810	19"	.26	$395
MAG XJ 700 T	17"	.25	$255
SONY			
CPD-110GS,	15"	0.25AG	$180
CPD-E200,	17"	0.24AG	$340
CPD-G200, 1600x1280	17"	0.25AG	$400
CPD-G400,	19"	0.24AG	$660

VIEWSONIC			
VIEWSONIC E771	17"	.27	$205
VIEWSONIC PT775	17"	.25	$325
VIEWSONIC G810	21"	.25	$725
VIEWSONIC G773	17"	.26	$295
VIEWSONIC E790	19"	.26	$375
SVGA	15"	0.28dp	$119
SVGA	17"	0.27dp	$175
SVGA	19"	0.26dp	$305

VIDEO CARDS

MATROX	
MATROX G 400 32 MB AGP	$155
MATROX G 400 MAX 32 MB AGP	$215
ATI	
ATI RAGE FURY 32 MB AGP	$125
ATI EXPERT 128 16 MB AGP	$85
ATI EXPERT 2000 32 MB AGP	$105
ATI ALL IN WONDER 32 MB AGP	$220
ATI ALL IN WONDER 128 16 MB AGP	$150
DIAMOND	
DIAMOND VIPER V770 32 MB AGP	$115
DIAMOND VIPER V770 32 MB ULTRA	$145
3DFX	
VOODOO 3 3000 16 MB AGP	$129
VOODOO 3 3500 16 MB AGP	$239

MEMORY

32 MB SDRAM PC100	$50
64 MB SDRAM PC100	$90
128 MB SDRAM PC100	$190
256 MB SDRAM PC100	$490

CPU

INTEL PENTIUM	
PENTIUM III 450 3YR WARRANTY	$195
PENTIUM III 500 3YR WARRANTY	$225
PENTIUM III 550 3YR WARRANTY	$295
PENTIUM III 600 3YR WARRANTY	$395
PENTIUM III 650 3YR WARRANTY	$550
PENTIUM III 700 3 YR WARRANTY	$670
B-133 MHZ	
PENTIUM III 600 3 YR WARRANTY	$415
PENTIUM III 667 3 YR WARRANTY	$575
PENTIUM III 733 3 YR WARRANTY	$690
INTEL CELERON	
400 A 128 K 3YR WARRANTY	$70
466 A 128 K 3YR WARRANTY	$105
500 A 128 K 3YR WARRANTY	$155

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37.5GB ULTRA ATA 5400 RPM	$315
20.3GB ULTRA ATA 5400 RPM	$155
15.2GB ULTRA ATA 5400 RPM	$115
34.2GB ULTRA ATA 7200 RPM	$315
27.0GB ULTRA ATA 7200 RPM	$230
20.5GB ULTRA ATA 7200 RPM	$185
9.1GB U-2 WIDE SCSI 7200 RPM	$245
18.3GB U-2 WIDE SCSI 7200 RPM	$445
36.4GB U-2 WIDE SCSI 7200 RPM	$825
MAXTOR	
10.8 GB ULTRA ATA 5400 RPM	$105
17.0 GB ULTRA ATA 5400 RPM	$125
27.0 GB ULTRA ATA 5400 RPM	$195
WESTERN DIGITAL	
13.0GB ULTRA ATA 7200 RPM	$145
20.0GB ULTRA ATA 7200 RPM	$225
27.0GB ULTRA ATA 7200 RPM	$255

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Budget / Beginner System

- Chipset M.B. w/ 512MB Cache & AGP
- High Speed Serial/Parallel/USB Ports
- 32 MB PC-100 SDRAM
- 1.44MB Floppy Drive
- [illegible]
- 4MB AGP Video
- [illegible]
- 16Bit Full Duplex Sound System
- 180 Watt PMPO Amplified Speakers
- [illegible]
- Super Digital Tower W/250 Watts PS
- 108 Key Win98 Keyboard & Hires Mouse

K6-2 3DNOW 400	$380
K6-2 3DNOW 450	$395
K6-2 3DNOW 500	$445
K6-3 3DNOW 400	$415
K6-3 3DNOW 450	$485
K6-3 3DNOW 500	$535
INTEL 233MMX	$375
CYRIX MII 366	$375

BUDGET SYSTEM

$380

CMAX SOHO-550

Small Office / Home Office

- VIA Chipset M.B.
- High Speed Serial/Parallel/USB Ports
- [illegible]
- 1.44MB Floppy Drive
- [illegible]
- 8MB AGP Video
- [illegible]
- 3D Wavetable Stereo Sound
- 380 Watt PMPO Amplified Speakers
- 56K V.90 PCI Rockwell Voice Fax Modem
- Super AT/ATX Tower W/250 Watts PS
- 15" SVGA .28dp NI Color Monitor
- 108 Key Win98 Keyboard & Hires Mouse

INTEL CEL 400	$615
INTEL CEL 433	$620
INTEL CEL 466	$649
INTEL CEL 500	$690
INTEL PII 400	$689
K6-2 3DNOW 400	$625
K6-2 3DNOW 450	$639
K6-2 3DNOW 500	$680
K6-3 3DNOW 400	$680
K6-3 3DNOW 450	$720
K6-3 3DNOW 500	$770

$615

CMAX BB-700

Best Buy System

- Intel 810 Chipset M.B. w/AGP
- High Speed Serial/Parallel/USB Ports
- [illegible]
- 1.44MB Floppy Drive
- [illegible]
- 4MB AGP 2D/3D Video Graphics
- [illegible]
- 3D 32Bit Stereo Sound Card
- Amplified Speakers
- [illegible]
- Super ATX Tower W/250 Watts PS
- 108 Key Win98 Keyboard & Hires Mouse

BEST BUY

INTEL CEL 366	$455
INTEL CEL 400	$469
INTEL CEL 433	$475
INTEL CEL 466	$500
INTEL CEL 500	$540
INTEL PII 400	$540
INTEL PIII 450	$600
INTEL PIII 500	$630
INTEL PIII 550	$735
INTEL PIII 600	$840
INTEL PIII 750	CALL

$455

CMAX GM-750

Game/Multimedia System

- ABIT BE6 i440BX Chipset M.B. w/AGP
- TYAN TRINITY 1590 M.B. For AMD
- High Speed Serial/Parallel/USB Ports
- [illegible]
- 1.44MB Floppy Drive
- [illegible]
- DIMOND STEL III 540 32MB AGP Video
- [illegible]
- Creative SB Ensoniq PCI
- 380 Watt PMPO Speakers
- [illegible]
- Super ATX Tower W/250 Watts PS
- 108 Key Win98 Keyboard
- Logitech PS/2 Mouse
- [illegible]

K6-2 3DNOW 400	$799
K6-2 3DNOW 450	$810
K6-3 3DNOW 400	$850
K6-3 3DNOW 450	$890
K6-3 3DNOW 500	$945
INTEL PII 400	$930
INTEL PIII 450	$990
INTEL PIII 500	$1,020
INTEL PIII 550	$1,120
INTEL PIII 600	$1,225

$799

NOTEBOOKS

SAGER

PII 333/64MB/6.0GB/24X/13.3/56K (2150H)	$1799
PII 400/32MB/6.0GB/24X/14.1/56K (2150T)	$1999
AMD 400/32MB/4.0GB/24X/12.1/56K (1200A)	$1325

IBM

THINKPAD 390 CEL 300/32MB/56K/3.2GB/24X/12.1"	$1695
THINKPAD 600 PII 300/32MB/56K/4.0GB/24X/13.3"	$2695
THINKPAD I-1412 CEL 366/32MB/56K/4.3GB/24X/12.1"	$1399
THINKPAD I-1451 P - 300/64MB/56K/4.3GB/24X/13.3"	$1899
THINKPAD I-1452 CEL-366/64MB/56K/4.8GB/DVD/14.1"	$1999
THINKPAD I-1512 CEL-366/64MB/56K/4.8GB/24X/12.1"	$1550
THINKPAD J-1552 CEL-366/64MB/56K/4.8GB/DVD/14.1"	$1950

AMD ATHLON K-7

- [illegible]
- 4 PCI 3 ISA 1 AGP
- High Speed Serial/Parallel/USB Ports
- [illegible]
- 1.44MB Floppy Drive
- [illegible]
- NVIDIA RIVA 16MB SDRAM
- [illegible]
- Creative SB Ensoniq PCI
- 180 Watt PMPO Speakers
- [illegible]
- Super ATX Tower W/250 Watts PS
- 108 Key Win98 Keyboard
- Logitech PS/2 Mouse

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ATHLON K-7 500	$795
ATHLON K-7 550	$865
ATHLON K-7 600	$999
ATHLON K-7 650	$1,109
ATHLON K-7 700	$1,270

MEMORY

32 MB/PC100 SDRAM	55/55
64 MB/PC100 SDRAM	89/99
128 MB/PC100 SDRAM	179/199
256 MB SDRAM PC100	420

CPU's

Intel	
Pentium III 550/600	389/589
Pentium III 450/500	195/245
Pentium II 350/400	139/149
Intel Celeron 400/433	59/75
Intel Celeron 466/500	105/150
AMD	
AMD K6-2 3D NOW 400/450	55/65
AMD K6-3 3D NOW 400/450	89/155
AMD K7-500/600	220/480

Please call for current prices

MOTHERBOARDS

VIA chipset w/512K/SOUND/VGA	89
INTEL 440 BX/810 chipset	79/89
Intel Seattle BX	99
Asus P2BS	305
Asus P3BF	139
Asus P5A 100MHz AT	99
Super Micro P6SBA, 440 BX	110
Super Micro P6DBE, 440 BX DUAL CPU	189
FIC SD11 FOR ATHLON K7	189
Tyan Trinity 1MB 100MHz AT	89
Abit BH6/BX6 Jumperless	95/110
Abit BE6 Jumperless UA66	135

HARD DRIVES

WD 6.4/8.4 GB	105/115
WD 10.2/13.6 GB	129/145
WD 17.2/20.4 GB	169/220
MAXTOR	
6.5/8.4 GB	99/109
10.2/13.6 GB	119/139
17.4/27.2 GB	159/235
IBM 9.1/13.5 GB UA66 7200RPM	125/135
IBM 4.5/9.1 GB U2W SCSI	195/280
SEAGATE 9.1/18.2 U2W SCSI	375/530

MULTIMEDIA

44X EIDE CD-ROM	35
Toshiba 40X SCSI/IDE CD-ROM	85/55
SB PCI 128/ ENSONIQ PCI	39/25
Sound Blaster Live Value	55
Toshiba DVD 6X Gen. Kit	CALL
DVD-Rom 6X	79
HOLLYWOOD MAGIC DVD DECORDER	65
Video Conferencing Kit	99
Video Conf. USB Camera w/software	45

FAX/MODEMS

PCMCIA 56K FAX/MODEM	75
56K PCTel w/voice	19
ROCKWELL 56K V.90/VOICE ISA/PCI	39/29
US RBTCS 5687/5685 WO/W VOICE	79/89

VIDEO CARDS

Trident 8MB /ATI 4MB PCI	39/29
Trident 4MB /SiS 6326 3D 8MB AGP	25/39
TNT 2 / S3 SAVAGE 32MB AGP	89/75
Diamond	
Diamond Stl III S540 32MB AGP	89
Viper V770/ULTRA 32MB AGP	139/169
3D Monster Voo Doo II 8 MB PCI	99
3dfx VOODOO3 3000 16MB AGP	120
Fire GL 1000 Pro 8mb AGP	49
ATI	
Xpert 98/128 8/16MB AGP	59/79
Xpert 2000 32MB AGP	110
RAGE FURY 32MB W/TV OUT	125
All in wonder Pro128 16MB	165
Matrox	
Millinium G400 16/32MB	120/165

MONITORS

14" SVGA .28 dp USED	70
15" SVGA .28 dp	125
17" SVGA .27 dp	185
19" SVGA .28 DP	299
Shamrock 17" .26 dp NI	219
MAG XJ-770T 17" .25 dp	265
MAG XJ-500T 15" .25 dp	165
MAG XJ-810 19" .26 dp	399
Sony 110GS 15" .25 dp	189
Sony E200 17" .24 dp	345
Sony G200 17" .25 dp	415
Viewsonic G773 17" .26 dp	305
Viewsonic E771 17" .27 dp	219
Viewsonic G790 19" .26 dp	425
Viewsonic PS790 19" .25 dp	499
Viewsonic G810 21" .25 dp	749

PRINTERS & SCANNERS

NEC 650C	99
Epson Color Stylus 440 C	130
Epson Color Stylus 660 C	159
Epson Color Stylus 740 C	199
HP Laser Jet 1100 Xi	379
HP Laser Jet 4050N/4050T	1365/1220
NEC SUPERSCRIPT 870 LASER	289
Color Scanner	
30 bit 4800 dpi	50
48 bit USB 600X1200 dpi	85
30 bit 9600 dpi W/scsi card	CALL

TAPE STORAGE

Super Disk 120MB	89
Zip Drive 100MB Int./Ext	69/110
HP 8GB Int. IDE w/Tape	199
HP DAT DDS2 8 GB	649
HP SCSI 10/20GB W/Tape	399
HP 9100i CDRW	265
YAMAHA 4X4X16 CDRW IDE	195

MOTHERBOARDS w/CPU

Pentium III 600 w/AGP	519
Pentium III 550 w/AGP	445
Pentium III 500 w/AGP	309
Pentium III 450 w/AGP	275
Pentium II 400 w/AGP	225
AMD K6-2 3D NOW 400	145
AMD K6-2 3D NOW 450	155
AMD K6-3 3D NOW 400	190
AMD K6-3 3D NOW 450	235

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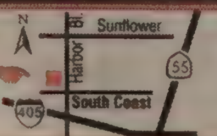

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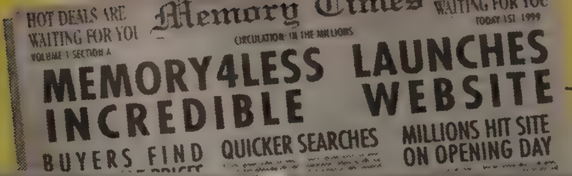
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MAC G 3 (NEW)	49	99	179
MAC NEW	59	106	177
8500 9500 DIMMS	59	99	135
AST	**32M**	**64M**	**128M**
BRAVO LC AND MS SERIES	45	105	135
MANHATTAN DAND PRO 6200	55	105	135
COMPAQ	**32M**	**64M**	**128M**
DESKPRO 2000/4000 (SD)	45	105	145
DESKPRO 6000 6233 6300(SDE)	55	105	145
DESKPRO XL 6150/6200 (DIM)	45	105	179
PROLIANT 1500 6200 FLEX,DIM	45	119	179
PROLIANT 2500 2500R (DIMM)	45	119	179
PROLIANT 486 SERIES	45		
DELL	**32M**	**64M**	**128M**
DIMENSION XPS D 233/266/300 (NEW)	56	119	169
DIMENSION XPS P166 200 (ALL)	56		
DIMENSION XPS R450 NEW)		99	179
DIMENSION XPS H233 266	54	99	
DIMENSION XPS P100C 120C ED	54	75	
OPTIPLEX GXA P 233 266 300(SDE)	65	105	169
OPTIPLEX GXI GXI PRO200 (DIMM)	62	105	169
OPTIPLEX GL GM GMT (ED)	51	95	
OPTIPLEX GS GXL GXMT,ED)	51	95	
[illegible]	**32M**	**64M**	**128M**
G6-350 450 (G450XL NEW)	55	105	160
E 1000 E 3000 E 3100(SD)	59	105	149
E 5000 2266 2300 (SDE)	65	105	149
HEWLETT PACKARD	**32M**	**64M**	**128M**
BRIO 5000 6100 SERIES (ED)	55	106	
KAYAK XA P 233,266 300(NEW)	56	106	145
KAYAK XU/XW P 233,266 300(SDE)	65	105	169
PAVILION 5010-7170 ED	56	75	
NETSERVER LH + 5 133/166	55	99	169
NETSERVER LH PRO PRO/200	55	99	169
NETSERVER LX PRO LXE 6/166,6/200	55	99	169
VECTRA 500 SERIES ED)	55	105	
VECTRA VL4 5/150 5/166	55	105	
VECTRA XA 6/180 6/200	55	105	
IBM	**32M**	**64M**	**128M**
APTIVA C AND S SERIES	49	105	
PC 330 6576 700 730 750 SERIES	49	105	
PC 300 XL SERVER	65	85	169
PC SERVER PRO 330 PRO 325,180/200	55	95	169
INTELLISTATION Z PRO 2D 3D	82	95	169
PS/1 ADVISOR/ESSENTIAL/WILLOW	82		
PS/VALUEPOINT486 (ALL)	45	79	
MICRON	**32M**	**64M**	**128M**
MILLENNIA XKU PII AND PRO 2	49	105	179
VETIX EL 1000N,2000N & LXI	49	95	169
MELLENNIA 350-400 SERIES (NEW)	59	109	179
POWERDIGM XL & XSU SERIES	49	95	169
NEC TECHNOLOGY	**32M**	**64M**	**128M**
DIRECTION SPL 233,266,300(SD)	59	99	145

Server Memory

(Server Processor Modules Available)

	64M	128M	256M
DELL POWEREDGE SERVER 2300/4300	99	198	495
DELL POWEREDGE SERVER 4100/6100	99	198	495
DELL POWEREDGE SERVER 6300		295	495
HP E50 SERVERS	105	245	CALL
IBM NET FINITY 3000/3500	99	245	CALL
COMPAQ PROSIGNIA 200/1600/R	110	239	495
COMPAQ PROSIGNIA 720(ECC)	105	195	
COMPAQ PROSIGNIA 740 (REG ECC)		195	495
COMPAQ PROLIANT 3000	119	221	495
GATEWAY ALR SERVER 7000 SERIES	105	239	CALL
GATEWAY ALR SERVER 8000 SERIES	97	209	495
GATEWAY ALR SERVER 9000 SERIES	119	285	495
MICRON EVEREST SERVER / PRO	119	221	CALL
MICRON NET FRAME 3101	99	195	495
MICRON NET FRAME 6200	119	285	495

Workstation Memory

	64M	128M	256M
DELL PRECISION WKSTN 410/610	109	239	595
DELL PRECISION WKSTN 400 PII 266-300		219	CALL
MICRON EVEREST AND EVEREST PRO	95	219	CALL
COMPAQ PROF WK AP400/AP 500	109	239	559

SDRAM PC-100 BX-CHIPSET

SDRAM 32x72 [illegible]	256MB	395
SDRAM [illegible]	[illegible]	155
SDRAM 8x72 - 8ns 3.3v [illegible]	64MB	72
SDRAM 32x64 -8ns 3.3v [illegible]	256MB	279
SDRAM [illegible]	[illegible]	119
SDRAM 8x64-8ns 3.3v	64MB	45

SDRAM LX-CHIPSET

SDRAM 32x72-10ns 3.3v [illegible]	256MB	385
SDRAM [illegible]	[illegible]	[illegible]
SDRAM 8x72 [illegible]	[illegible]	[illegible]
SDRAM 32x64 -10ns [illegible]	256MB	365
SDRAM [illegible]	[illegible]	[illegible]
SDRAM 8x64 -10ns 3.3v	64MB	44
SDRAM 4x64 -10ns 3.3v	32MB	34

168 Pin Dimm

32X72-60 EDO-ecc 3.3v BF/UBF	(256MB)	395/365
16X72-60 EDO-ecc 3.3v BF/UBF	(128MB)	225/215
8X72-60 EDO-ecc [illegible]	[illegible]	[illegible]/105
4X72-60 EDO-ecc 3.3v BF/UBF	(32MB)	[illegible]/52
32X64-60 EDO 3.3v [illegible]	[illegible]	[illegible]
16X64-60 EDO 3.3v UBF	(128MB)	210
8X64-60 EDO 3.3v UBF	(64MB)	99
4X64-60 EDO 3.3v UBF	(32MB)	35

72-Pin EDO/Non Parity Simms

SIMM 32x32-60 EDO	(128MB)	185
SIMM 16X32-60 EDO H	(64MB)	78
SIMM 8X32-60 EDO	(32MB)	51
SIMM 4X32-60 EDO	(16MB)	29
SIMM 2X32-60 EDO	(8MB)	14
FAST PAGE MODE (FPM) - NON-EDO		
SIMM 32x32-60	(128MB)	225
SIMM 16X32-60 H	(64MB)	84
SIMM 8X32-60	(32MB)	51
SIMM 4X32-60	(16MB)	26
SIMM 2X32-60	(8MB)	17

72-Pin Parity Simms

SIMM [illegible]	[illegible]	[illegible]
SIMM 16X36 [illegible]	(64MB)	131
SIMM 8X36-60	(32MB)	70
SIMM 8X36-70	(32MB)	70
SIMM 4X36-60	(16MB)	35
SIMM 4X36 [illegible]	[illegible]	35
SIMM 2X36 [illegible]	[illegible]	18
SIMM [illegible]	[illegible]	18

30-Pin Simms

SIMM 16X9-60 (9-CHIP)	(16MB)	35
SIMM 4X9-60 [illegible]	[illegible]	17
SIMM 4X9-70 [illegible]	[illegible]	16
SIMM 4X9 [illegible]	[illegible]	14
[illegible]		
SIMM 16X8-60 (9-CHIP)	[illegible]	31
SIMM 16X8-70 (9-CHIP)	(16MB)	29
SIMM 4X8-60 (9-CHIP)	(4MB)	15
SIMM 4X8-70 (9-CHIP)	(4MB)	13

Printer Memory

BROTHER	2MB	3MB	4MB
HL-8D/8E/8V	75		115
HL 10V/10DV/10PS	69		99
HL-4/4PS/4V/4VE	75		115
HL-6/6T/6V	65		99
HL-630/631/641/645		55(1 5MB)	
HL-720/730		45(1 5MB)	
HL-660/960/1260	42(4MB) 65 (8MB)		
LASER/FAX MFC 3900ML			55(1.5MB)
4000ML/4500ML/5000ML LASER UPGRADE/CALL FOR MEM/FAX SIDEFAX 4550/6550/755065			85
Canon	**2MB**	**3MB**	**4MB**
LBP 430/660/1260			39
LBP 4SX	75		115
LBP 811/8/T	45		65
LBP-8SX	79		115
LBP-4/LITE PLUS	139		
EPSON	**2MB**	**4MB**	**5MB**
1500. 1000	59		
5000, 5200	65	85	
ACTION LASER II	69	69	105
EPL 8000	65	115	
EPL 7000	69		
EPSON	**8MB**	**16MB**	**32MB**
1100(4MB ONLY)/1600	55	69	95
HEWLETT PACKARD	**8MB**	**16MB**	**32MB**
HP 4000/5000N NEW		59	~155
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HP 4P, 4MP, HP4V,5M,5N,5P,5SI	29	65	
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PAINTJET XL300		65	65
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4039/4079			45
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OKI 400E/410E	69	109	
OKI 800E/810E	65	65 (8MG) 149 (17MG)	
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OKI 810E (NEW)		79	
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KX 4420/4450I	65	89	
KX 4400/5400/4401	49	65	
KX 4440/5410	69	109	
KX-P 4450		85 (1MB)	
BP100	49	65	
KX-6500 (NEW)		55	
SHARP		**2MB**	**4MB**
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MICROLASER TURBO			89
MICROWRITER SERIES	75		
ML PWRPRO/12,ML PRO8	55 (4MB)		95 (8MB)

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782,784,786,787,760I	79		
NUOVO 971,972,970DX,978	79	109	
PRO 950,,954,955,956,957	85	129	
LIGHT 350P 356 358 359 361	85	123	
LIGHT MULTIMD 382,383,384	85	123	
AST	**16M**	**32M**	**64M**
ASCENTIA A 41, A42,A70	75	95	165
ASCENTIA J SERIES (KIT)	85	129	
ASCENTIA P SERIES (NEW)	89	123	
ASCENTIA 900, 910N,950N	95		
ASCENTIA 800, 810/N	95		
Canon	**16M**	**32M**	**64M**
NOTEJET 486C (BN100)			
NOTEJET 486 (BN22/BN32			
NOTEJET III/IIII CX	85		
INNOVABK 1100T	85	135	
INNOVABK 10C/150C/175C			
IINNOVABK 350 360 475	79		
INNOVABK 480, 490	79		
IINNOVA 486NX			
COMPAQ	**16M**	**32M**	**64M**
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ARMADA 1100,1500,7700 SER	79	105	149
ARMADA 4100	79	105	149
CONCERTO 425/433	79		
CONTURA 4/25,C,CX	95		
CONTURA 400C,410C,420	95 (185 24MG)		
CONTURA AERO 4/33C	115		
LTE ELITE 4/25/C, 4/75/C	95		
LTE 5000,5100,5200,5300,540	85	105	149
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PRESARIO 1210, 1610,1680	85	109	149
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LIFEBOOK 400,500,600 SER	85	105	
MILAN,MONTECARLO,MONT	85	105	149
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HANDBOOK	75		
LIBERTY	75		
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SOLO S90,S120,V75)	75	115	
SOLO 2100, 2200 (NEW)	105	119	
SOLO 2300 (NEW)	75	105	145
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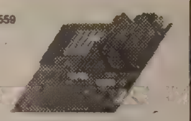

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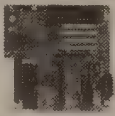

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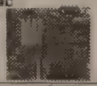

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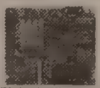

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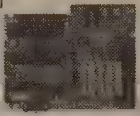

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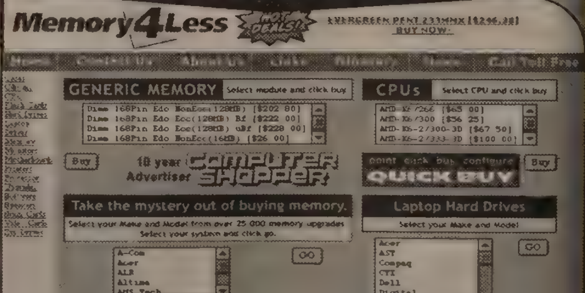
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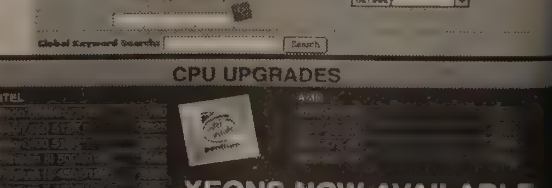

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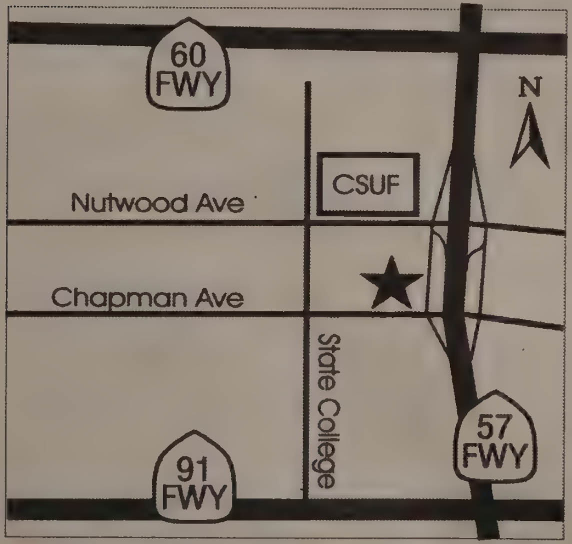

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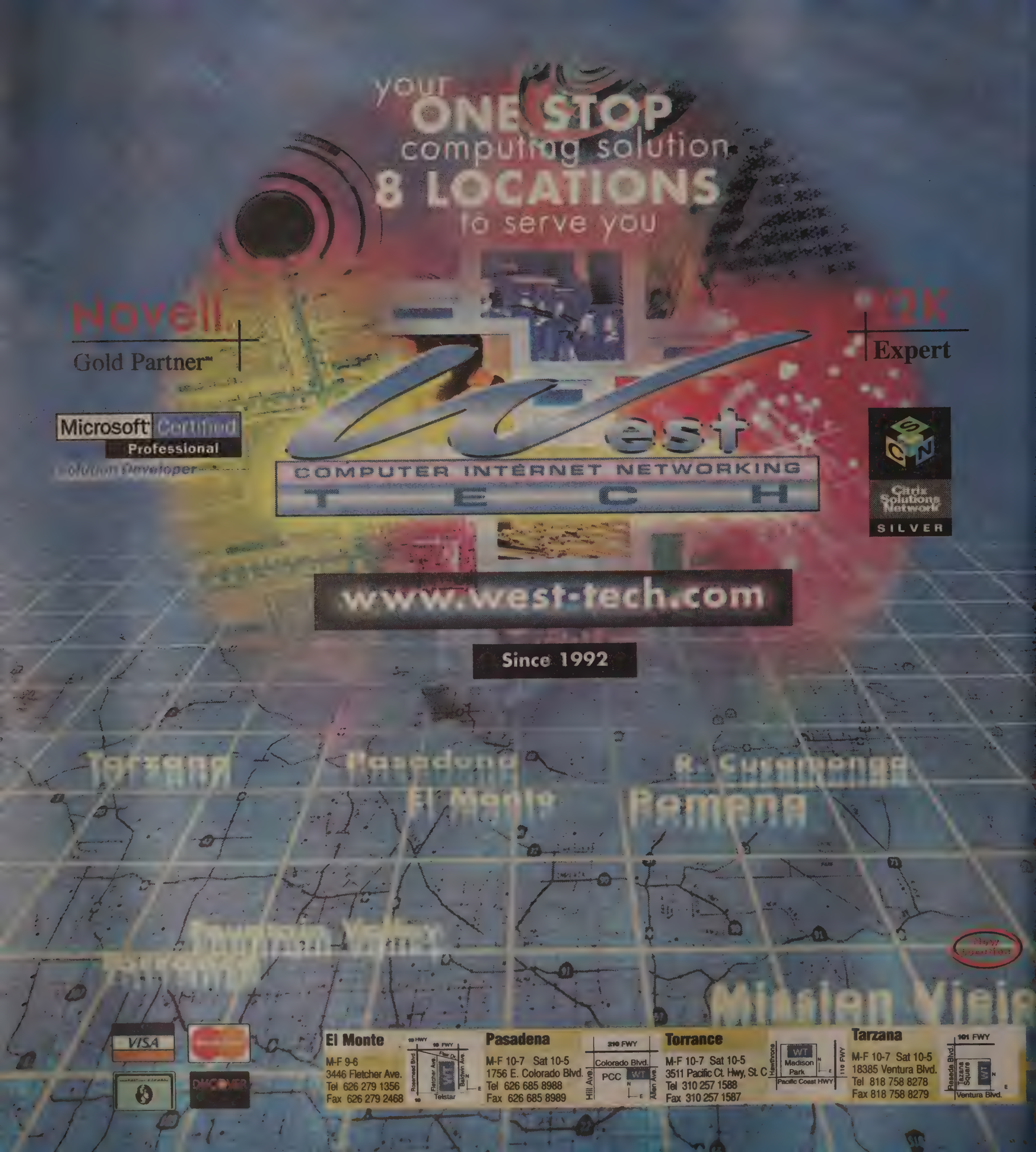
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As low as $80/month (36 Payments Plan)

Intel PIII 550 MHz $2149

As low as $86/month (36 Payments Plan)

Intel PIII 600 MHz $2299

As low as $92/month (36 Payments Plan)

B-Performent

Work Station

- Intel PIII 450MHz Processor
- Intel 440BX Chipset MB
- 128 MB RAM
- **IBM 13.5 GB 7200 rpm, 2 MB Cache**
- 1.44 MB Floppy
- **Ati Rage fury-128 w/16 MB**
- 48X CD-ROM
- SB PCI Sound Card & Speakers
- **3Com 3C905 10/100 LAN Card**
- **Iomega Zip 100 Internal IDE w/1 Disk**
- ATX Tower Case
- Microsoft PS-2 Mouse & Keyboard
- **Sceptre 17" SVGA Color Monitor**
- MS Win 98 CD

$1349

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Intel PIII 500 MHz $1399

As low as $56/month (36 Payments Plan)

Intel PIII 550 MHz $1549

As low as $62/month (36 Payments Plan)

Intel PIII 600 MHz $1699

As low as $68/month (36 Payments Plan)

LCD Performent

Work Station

- Intel PIII 450MHz Processor
- Intel 440BX Chipset MB
- 128 MB RAM
- **IBM 13.5 GB 7200 rpm, 2 MB Cache**
- 1.44 MB Floppy
- **Ati LCD VGA w/8 MB**
- 48X CD-ROM
- SB PCI Sound Card & Speakers
- **3Com 3C905 10/100 LAN Card**
- **Iomega Zip 100 Internal IDE w/1 Disk**
- ATX Tower Case
- Microsoft PS-2 Mouse & Keyboard
- **Sceptre 15" TFT LCD Flat Panel**
- MS Window 98 CD

$1899

As low as $76/month (36 Payments Plan)

Intel PIII 500 MHz $1949

As low as $78/month (36 Payments Plan)

Intel PIII 550 MHz $2099

As low as $84/month (36 Payments Plan)

Intel PIII 600 MHz $2249

As low as $90/month (36 Payments Plan)

Server Performent

Dual Raid 5 Server

- **Two** Intel PIII 500MHz Processor
- **Asus P2BD Dual Processor MB**
- 256 MB RAM, PC 100
- 512 KB L2 Cache
- **Three** IBM 9.1 GB U2W SCSI HDD
- 1.44 MB Floppy
- **Ati Xpert 98 w/8 MB**
- 48X CD-ROM
- **Adaptec 131 U2 Raid Controller**
- 3Com 3C905 10/100 LAN Card
- **Seagate 20GB Back-up Unit**
- Full Tower Server Case w/300w UL
- Microsoft PS-2 Mouse & Keyboard
- **APC 650 Back-up UPS**

$3499

As low as $140/month (36 Payments Plan)

Intel PIII 550 MHz $3799

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Intel PIII 600 MHz $4099

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Network Cabling Services

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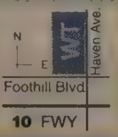

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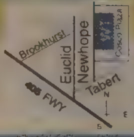

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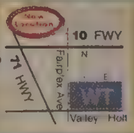

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AMD I-Value

Internet PC

- AMD K6-2 450MHz Processor
- 32 MB RAM
- 6.4 GB HDD
- 1.44 MB Floppy
- AGP 3D Video Card
- 40X CD-ROM
- PCI 3D Sound Card & Speakers
- 56K V.90 Fax Modem
- 10/100 LAN Card
- ATX Tower Case
- PS-2 Mouse/Keyboard
- **Sceptre 15" Sceptre SVGA Color Monitor**
- MS Win 98 CD
- ◆ **Epson 440 Color Printer**
- Free 1 Year Internet Access

$669

K6-2 500 MHz	$719
K6-3 400 MHz	$719
K6-3 450 MHz	$769

◆ Prices after $30 Manufacture Rebate.

AMD H-Power

Home PC

- AMD K6-2 450MHz Processor
- **FIC 2103 Motherboard w/2MB Cache**
- 64 MB RAM
- **IBM 15.2 GB Ultra-66 HDD**
- 1.44 MB Floppy
- **STB Voodoo-2000 3D w/16MB Video Card**
- 48X CD-ROM
- Sound Blaster PCI Sound Card
- **Altec Lansing Sub-woofer Speakers**
- 56K V.90 Fax Modem
- ATX Tower Case
- Logitech PS-2 Mouse & Keytronic Keyboard
- **Sceptre 17" SVGA Color Monitor**
- MS Win 98 CD
- ◆ **Epson 740 USB Color Printer**
- Free 1 Year Internet Access

$1199 As low as $50/month (36 Payments Plan)

K6-2 500 MHz	$52/month (36 Payments Plan)	$1249
K6-3 400 MHz	$52/month (36 Payments Plan)	$1249
K6-3 450 MHz	$54/month (36 Payments Plan)	$1299

◆ Prices after $50 Manufacture Rebate.

AMD G-Thunder

Game Station

- AMD Athlon K7 500MHz Processor
- **FIC SD-11 Motherboard**
- 128 MB RAM
- **IBM 20.5 GB Ultra-66 7200rpm, 2 MB Cache**
- 1.44 MB Floppy
- **STB Voodoo-3000 3D w/TV out, 16 MB**
- **6X DVD Player/32X CD-ROM**
- **Sound Blaster Live Value Sound Card**
- **Altec Lansing Sub-woofer Speakers**
- 56K V.90 Fax Modem
- ATX Tower Case
- Microsoft PS-2 Mouse & Keyboard
- **Sceptre 19" SVGA Color Monitor**
- MS Win 98 CD
- ◆ **Epson 900 USB Color Printer**
- Free 1 Year Internet Access

$1899 As low as $80/month (36 Payments Plan)

K7 550 MHz	$84/month (36 Payments Plan)	$1999
K7 600 MHz	$88/month (36 Payments Plan)	$2099
K7 650 MHz	$92/month (36 Payments Plan)	$2199
K7 700 MHz	$100/month (36 Payments Plan)	$2399

◆ Prices after $100 Manufacture Rebate.

Intel® I-Value

Internet PC

- Intel Celeron 400MHz Processor
- 32 MB RAM
- 6.4 GB HDD
- 1.44 MB Floppy
- AGP 3D Video Card
- 40X CD-ROM
- PCI 3D Sound Card & Speakers
- 56K V.90 Fax Modem
- 10/100 LAN Card
- ATX Tower Case
- PS-2 Mouse/Keyboard
- **Sceptre 15" SVGA Color Monitor**
- MS Win 98 CD
- ◆ **Epson 440 Color Printer**
- Free 1 Year Internet Access

$669

Intel Celeron 466 MHz	$719
Intel Celeron 500 MHz	$769
Intel PII 400 MHz	$769
Intel PIII 450 MHz	$839
Intel PIII 500 MHz	$899

◆ Prices after $30 Manufacture Rebate.

Intel® H-Power

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- Intel PIII 500MHz Processor
- Intel 440BX Chipset Motherboard
- 64 MB RAM
- **IBM 15.2 GB Ultra-66 HDD**
- 1.44 MB Floppy
- **STB Voodoo-2000 3D w/16MB**
- 48X CD-ROM
- Sound Blaster PCI Sound Card
- **Altec Lansing Sub-woofer Speakers**
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- MS Win 98 CD
- ◆ **Epson 740 USB Color Printer**
- Free 1 Year Internet Access

$1399 As low as $58/month (36 Payments Plan)

Intel PIII 550 MHz As low as $64/month (36 Payments Plan)	$1549
Intel PIII 600 MHz As low as $70/month (36 Payments Plan)	$1699

◆ Prices after $50 Manufacture Rebate.

Intel® G-Thunder

Game Station

- Intel PIII 533MHz **PC133**MHz Processor
- **PC133**MHz Motherboard
- 128 MB RAM, **PC133**MHz
- **IBM 20.5 GB Ultra-66 7200rpm, 2 MB Cache**
- 1.44 MB Floppy
- **STB Voodoo-3000 3D w/TV out, 16 MB**
- **6X DVD Player/32X CD-ROM**
- **Sound Blaster Live Value Sound Card**
- **Altec Lansing Sub-woofer Speakers**
- 56K V.90 Fax Modem
- ATX Tower Case
- Microsoft PS-2 Mouse & Keyboard
- **Sceptre 19" SVGA Color Monitor**
- MS Win 98 CD
- ◆ **Epson 900 USB Color Printer**
- Free 1 Year Internet Access

$2099 As low as $88/month (36 Payments Plan)

Intel PIII 600MHz PC133 As low as $94/month (36 Payments Plan)	$2249
Intel PIII 650MHz PC133 As low as $104/month (36 Payments Plan)	$2499

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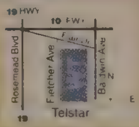

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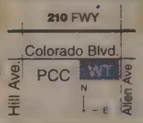

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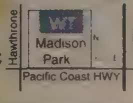

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F340 (13" HPA Display)

- Intel PII 366MHz MMX
- 64 MB RAM exp. to 192 MB
- 6.4 GB HDD
- 24X CD ROM
- 56K V.90 Fax Modem
- MS Window 98 CD

$1549

* Prices after $100 Mail-In Rebate $66/month (36 Payments Plan)

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F350 (14.1" TFT Display)

- Intel PII 366MHz MMX
- 64 MB RAM exp. to 192 MB
- 6.4 GB HDD
- 4X DVD ROM
- 56K V.90 Fax Modem
- MS Window 98 CD

$2349

$94/month (36 Payments Plan)

SPECIAL

F360 (14.1" TFT Display)

- Intel PII 400MHz MMX
- 64 MB RAM exp. to 192 MB
- 6.4 GB HDD
- 4X DVD ROM
- 56K V.90 Fax Modem
- MS Window 98 CD

$2549

* Prices after $100 Mail-In Rebate $106/month (36 Payments Plan)

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F370 (14.1" TFT Display)

- Intel PIII 450MHz MMX
- 128 MB RAM exp. to 192 MB
- 12 GB HDD
- 4X DVD ROM
- 56K V.90 Fax Modem
- MS Window 98 CD

$3249

$130/month (36 Payments Plan)

SPECIAL

F390 (15" TFT Display)

- Intel PIII 500MHz MMX
- 128 MB RAM exp. to 192 MB
- 12 GB HDD
- 4X DVD ROM
- 56K V.90 Fax Modem
- MS Window 98 CD

$3649

$146/month (36 Payments Plan)

SPECIAL

N505 VX (10.4" TFT)

- Intel PII 333MHz MMX
- 64 MB RAM exp. to 192 MB
- 6.4 GB HDD
- 56K V.90 Fax Modem
- MS Window 98 CD

$2149

$86/month (36 Payments Plan)

SPECIAL

N505 VE (10.4" TFT)

- Intel Celeron 333MHz MMX
- 64 MB RAM exp. to 192 MB
- 6.4 GB HDD
- 56K V.90 Fax Modem
- MS Window 98 CD

$1599

$68/month (36 Payments Plan)

* Prices after $100 Mail-In Rebate

SPECIAL

Z 505 R (12.1 TFT)

- Intel PII 366MHz MMX
- 64 MB RAM exp. to 192 MB
- 6.4 GB HDD
- 56K V.90 Fax Modem
- MS Window 98 CD

$2449

$98/month (36 Payments Plan)

SPECIAL

Z 505 RX (12.1" TFT)

- Intel PII 400MHz MMX
- 128 MB RAM exp. to 192 MB
- 8.1 GB HDD
- 56K V.90 Fax Modem
- MS Window 98 CD

$2949

$118/month (36 Payments Plan)

SPECIAL

XG9 (13.1" TFT)

- Intel PIII 500MHz MMX
- 128 MB RAM exp. to 192 MB
- 18.1 GB HDD
- 4X DVD
- 56K V.90 Fax Modem
- MS Window 98 CD

$3449

$138/month (36 Payments Plan)

SPECIAL

Spressa™ CD Rewritable CRX 100E/CH

- 1MB Cache, EIDE
- 150 ms Access Time
- 4X CD-R/2X CD-RW/24X Read

$169

Spressa™ Professional (EIDE) CRX 140E/CH

- 4MB Cache, EIDE
- 150 ms Access Time
- 8X CD-R/4X CD-RW/24X Read

$289

Spressa™ Professional (SCSI) CRX 140S/C

- 4MB Cache, SCSI
- 150 ms Access Time
- 8X CD-R/4X CD-RW/32X Read

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Spressa™ USB CRX 100E/X2

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- 2MB Cache, USB
- 150 ms Access Time
- 4X CD-R/2X CD-RW/6X Read

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Spressa™ i.Link™ CRX 120E/X

- 4MB Cache, i.Link™ Interface (FireWire® Compatible)
- 150 ms Access Time
- 4X CD-R/4X CD-RW/12X Read

*External Drive Upgrade Kit with IEEE 1394 Interface

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AMD K6-2 400MHz CPU

$49

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AMD K6-3 400MHz CPU

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AMD K6-2 400	$49
AMD K6-2 450	$69
AMD K6-2 500	$125
AMD K6-3 400	$99
AMD K6-3 450	$165
Athlon K7 500	$229
Athlon K7 550	$299
Athlon K7 600	$449
Athlon K7 650	$575
Athlon K7 700	$725

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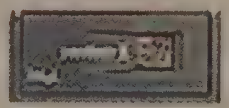

Intel P3-500

- Pentium® III 500MHz
- 512KB L2 Cache
- Slot 1

$239

SPECIAL

Intel Celeron 400

- Intel Celeron 400MHz
- 128k Cache
- PPGA Socket 370

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Pentium-233 MMX	$45
Celeron 366 128k	$55
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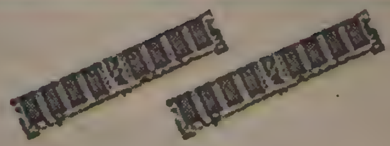

8X64 PC100

- 64 MB
- 100MHz

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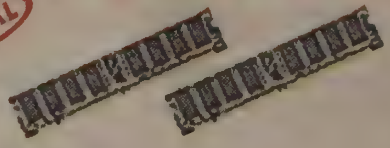

16X64 PC100

- 128 MB
- 100MHz

$209

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133 MHz DIMM	
64MB 8X64	$125
128MB 16X64	$249
256MB 32X64	$499
ECC DIMM 100MHz	
64MB 8X72	$125
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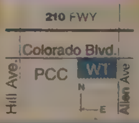
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- 16 MB Ram, AGP
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ATi

Rage Fury 32MB AGP
- TV Out
- 128-Bit graphics engine for incredibly fast 3D & 2D graphics
- Build-in hardware DVD

$119

ATi

3D Charger 4MB AGP	**$49**
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Rage Fury Xpert-128 16MB AGP	**$85**
Rage Fury Magnum 32MB AGP	**$109**
Xpert 98 8MB AGP	**$69**
Xpert 99 8MB AGP	**$75**
Xpert 2000 32MB AGP	**$119**
All In Wonder-128 16MB AGP, w/TV Out	**$159**

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DIAMOND MULTIMEDIA

Viper 770 Ultra 32MB AGP
- Intense 3D Game Play at over 100 frames/sec
- Awsome features that slaughter 3Dfx's Voodoo 3

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DIAMOND MULTIMEDIA

Viper-770 16MB AGP	**$105**
Viper-770 32MB AGP	**$119**
Fire GL-1 32MB AGP	**$799**

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G400 Dual
- 32MB AGP

$179

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G400 Single 16MB AGP	**$109**
G400 Single 32MB AGP	**$169**
G400 Dual Max 32MB AGP	**$259**

AGP ACCELERATED GRAPHICS PORT

SPECIAL

STB
STB Systems,Inc.

Voodoo 3500
- 16MB AGP
- TV Tuner
- Digital VCR FM Tuner
- Mpeg 2 Video/Audio Capture

$229

Voodoo 3000
- High Speed 3D Game at 60 frames/sec
- 350 MHz Ramdac
- 16MB AGP

$125

Voodoo 2000
- High Speed 3D Game at 60 frames/sec
- 350 MHz Ramdac
- 16MB AGP

$95

SPECIAL

CREATIVE

Riva TNT-2 Value
- 16MB AGP

$95

Banshee
- 16MB AGP

$69

Riva TNT2 Ultra
- 32MB AGP

$179

Riva TNT 16MB AGP	**$89**
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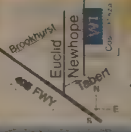

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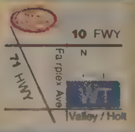

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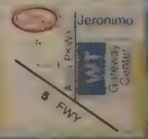

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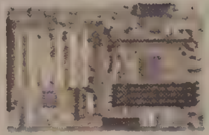
P3BF



- Pentium®III/II 233-600MHz or Celeron
- 100MHz
- Intel® 440BX
- 6 PCI/2 ISA/1 AGP
- JumperFree™ BIOS
- ATX

$135

SPECIAL

ASUS

MEW 810

- Intel® Celeron™ 300MHz~500+MHz CPU
- Built-in VGA, Audio & Network Card
- Intel® 810 Chipset
- JumperFree™ BIOS
- 6 PCI/2 ISA/1 AGP
- ATX Form Factor
- 100MHz

$189

P299	PII/III, ZX, ATX, 4 PCI/3 ISA/1 AGP	$109
P299B	PII/III, ZX, AT, 4 PCI/3 ISA/1 AGP	$109
P2BD(Dual Processor)	PII/III, BX, ATX, 4 PCI/2 ISA/1 AGP	$269
P5A	AMD K6-3 & 2, ATX, ALI, 5 PCI/2 ISA/1 AGP	$99
P5AA (With Audio)	AMD K6-3 & 2, ATX, ALI, 5 PCI/2 ISA/1 AGP	$109
P5AB	AMD K6-3 & 2, AT, ALI, 5 PCI/2 ISA/1 AGP	$99
P5SVM (With VGA)	AMD K6-3 & 2, ATX, SIS 530, Ultra 66, SIS VGA,	$105
MES8	S 370, ATX, SIS 620, 5 PCI/2 ISA/1 AGP	$95
MEW810 w/LAN	S 370, ATX, I 810, VGA, Audio, 5 PCI/2 ISA/1 AGP	$189
MEW810	S 370, ATX, I 810, VGA, Audio, 5 PCI/2 ISA/1 AGP	$159
Built-in Adaptec 2940 U2W SCSI **P2BDS (Dual Processor)**	PII/III, ATX, 4 PCI/2 ISA/1 AGP	$449
P2BS	PII/III, ATX, 4 PCI/2 ISA/1 AGP	$315

SPECIAL

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Your Reliable Partner

BE6

- Intel® 440BX
- PII/III 233 - 600MHz
- 5 PCI/ 1 ISA/ 1 AGP
- Ultra 66
- 3 x 168 Pin Dimm
768 MB Max.

$125

SPECIAL

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BH6

- Intel® 440BX
- PII/III 233 - 600MHz
- 5 PCI/ 2 ISA/ 1 AGP
- 3 x 168 Pin Dimm

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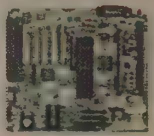
WX6	Intel 810, Socket 370, Celeron Processor, 100 MHz, Ultra 66, 2x168 Pin Dimm, 512MB Max., 5 PCI/ 1 AMR, ATX, With Audio & VGA Soft MNU function	$135
BF6	440BX, PII/III 233-600MHz, 100 MHz, 3x168 Pin Dimm, 768MB Max., 6 PCI/1 ISA/1 AGP, ATX	$135
BP6	440BX, Socket 370, Single & Dual, Celeron Processor, 100 MHz, 3x168 Pin Dimm, 768MB Max., 5 PCI/ 2 ISA/1 AGP, ATX, Soft MNU function	$149
BM6	440BX, Socket 370, Celeron Processor, 100 MHz, 3x168 Pin Dimm, 768MB Max., 5 PCI/ 2 ISA/1 AGP, ATX	$115
ZM6	440ZX, Socket 370, Celeron Processor, 100MHz. 3x168 Pin Dimm, 768MB Max., 5 PCI/ 1 ISA/1 AGP, ATX Soft MNU function	$105
BE6-2	440BX, PII/III 233 - 650, Ultra 66 3x168 Pin Dimm, 768MB Max., 5PCI/ 1 ISA/ 1 AGP, ATX Soft MNU function	$149

SPECIAL

SUPERMICRO
SUPER MICRO COMPUTER INC.

P6SBA



- Intel® 440BX
- PII/III 233 - 600MHz
- 4 PCI/ 3 ISA/1 AGP
- 3 x 168 Pin Dimm
- ATX

$109

P6SBA	440BX, PII/III, 4 PCI/3 ISA/1 AGP, ATX	$109
P6SBS	440BX, PII/III, 4 PCI/3 ISA/1 AGP, ATX U2W SCSI	$279
P6SBU	440BX, PII/III, 4 PCI/3 ISA/1 AGP, ATX	$319
P6DGU	440GX, Dual PII/III, 5 PCI/2 ISA/1 AGP, ATX U2W SCSI, 4x168 Pin, 2GB Max.	$429
S2DGU	440GX, Dual Xeon, 5 PCI/2 ISA/1 AGP, ATX U2W SCSI, 4x168 Pin, 2GB Max.	$489

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Shuttle®

AE14

- Intel® 810/DC 100
- 4 MB VGA
- AC 97 CODEC Audio
- AMR Modem
- 6 PCI(Master)
- Ultra 66, ATX

$105

591P	VIA MVP 3, 512K, Socket 7,AT 3 PCI/3 ISA/ 1 AGP	$75
661	PII/III, 440 BX, ATX, 4 PCI/3 ISA/ 1 AGP	$95
675	VIA 693, Audio, 3 PCI/1 ISA/1 AGP Micro ATX	$109
AB61	Intel® 440 BX, PII/III 233-600, 5 PCI/ 2 ISA/ 1 AGP, ATX	$95
AV61	VIA 693, PC133, Ultra 66, ATX 5 PCI/ 2 ISA/ 1 AGP	$89

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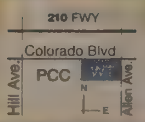

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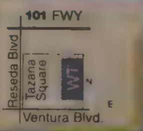

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MOTHERBOARD / BAREBONE / NOTEBOOK

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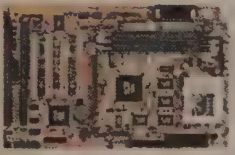
PA 2013 2MB

- 2MB Cache
- AMD K6-2/3
- Socket 7, 100 MHz,
- VIA-MVP3
- 4 PCI/2 ISA/1 AGP
- ATX



$92

PA2013 1MB	S-7, ATX, 1MB Cache, VIA MVP3, 4 PCI/ 2 ISA	$89
VA503+	S-7, AT, 1MB Cache, VIA MVP3, 3 PCI/ 3 ISA	$95
VA503A	S-7, AT, 1 MB Cache, VIA MP3 3 PCI/ 3 ISA, W/Audio	$99
SD 11	Althron, K7 500-700MHz, ATX	$179

SPECIAL

intel®

Intel® 810

- Intel® Celeron 333-500 MHz
- Intel® 810 Chip Set
- 4 PCI/2 USB
- Ultra 66
- Video, Audio
- Micro ATX

$105

Seattle-2	440 BX, PII/III, ATX, 4 PCI/2 ISA/ 1 AGP	$115
Seattle-2 w/Audio	440 BX, PII/III, ATX, 4 PCI/2 ISA/ 1 AGP	$125
Intel® 810AL	Intel® 810 Chip Set, Ultra 66, Video, LAN, Audio, Micro ATX	$165
Night Shades Dual	PII/III, U2W SCSI, ATX, Server MB	$499

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TYAN COMPUTER

S1598S

- Trinity ATX
- Socket 7, VIA,
- 3xDimm
- 4 PCI/2 ISA/ 1 AGP

$95

SPECIAL

TYAN COMPUTER

S1846S

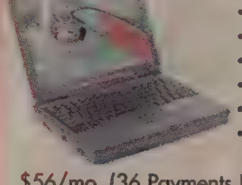
- Tsunami ATX
- 440 BX, PII/III
- 3xDimm
- 5 PCI/2 ISA/ 1 AGP

$99

TYAN COMPUTER

S1830S	440 BX, PII/III, AT, 4 PCI/4 ISA/1 AGP	$125
S1837DLUN-B	440 BX, PII/III, ATX, 6 PCI/1 ISA/1 AGP 4xDimm, U2W SCSI, Dual MB	$479
S1837UANGR	440 GX, PII/III, ATX, 6 PCI/1 ISA/1 AGP 4xDimm, Raid Controller	$565
S1857	Socket 370/Slot 1, VIA, ATX, 5 PCI/1 ISA/1 AGP	$105
S1894	440BX, PII/III, ATX, 3 PCI/1 ISA/1 AGP, 3xDimm	$119
S2054AG4 Tomcat	Socket 370, Intel 810, Celeron 333-500MHz, Audio/Video, ATX, 4 PCI/1AMR, 4xDimm	$119

SCEPTRE



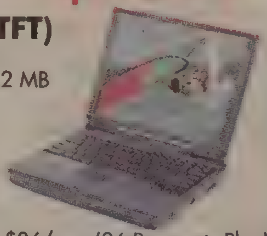
S5200T (12.1" TFT)

- AMD K6-2 400MHz
- 32 MB RAM exp. to 128 MB
- 4 GB HDD
- 24X CD ROM
- 56K V.90 Fax Modem
- MS Window 98 CD

$56/mo. (36 Payments Plan) **$1399**

S6600T (14.1" TFT)

- Intel Celeron 366MHz
- 64 MB RAM exp. to 512 MB
- 4 GB HDD
- 4X DVD ROM
- 56K V.90 Fax Modem
- MS Window 98 CD



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$86/mo. (36 Payments Plan)

SPECIAL

S6900T (14" TFT)

- Intel PIII 450MHz
- 64 MB RAM exp. to 512 MB
- 6 GB HDD
- 6X DVD ROM
- 56K V.90 Fax Modem
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$100/mo. (36 Payments Plan) **$2499**

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Most Affordable and Smart Way to Solve Your Y2K Problems

Barebone System

- 1.44MB Floppy
- 40X CD-ROM
- ATX Tower Case
- Fully Assembled
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- PCI 3D Sound
- 56K V.90 Modem
- 10/100 LAN Card
- PS 2 Keyboard & Mouse
- 3D Speakers

$185

With Smart Shipping Box

Barebone with CPU

AMD K6-2 450	$249
AMD K6-2 500	$299
Celeron 400	$249
Celeron 466	$289
Celeron 500	$339
Pentium III 450	$395
Pentium III 500	$439

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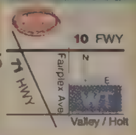

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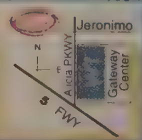
Fax 949 859 9197



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Networking Hotline [illegible]

Networking Hotline 626 456 8488 Opt. 4

HARD DRIVE

SPECIAL

IBM

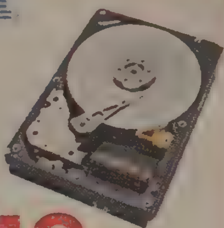
IBM 37205

- 20.50GB, Ultra 66,
- 2MB Cache, 7200 rpm
- 9 ms Asscess Time

$199

SPECIAL

IBM



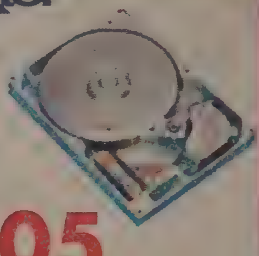
IBM 309170

- 9.1GB U2W SCSI
- 2MB Cache, 7200 rpm
- 7ms Access Time

$249

SPECIAL

Maxtor®



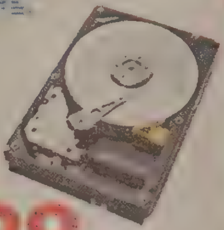
8.4GB Ultra 66

- 2MB Cache, 5400 rpm
- 9 ms Access Time

$105

SPECIAL

IBM



IBM 351250

- 15.2 GB, Ultra 66,
- 512K Cache, 5400 rpm
- 9 ms Asscess Time

$129

SPECIAL

IBM

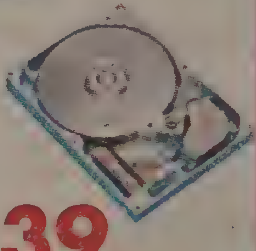
IBM 371350

- 13.5GB Ultra 66
- 2MB Cache, 7200 rpm
- 9ms Access Time

$129

SPECIAL

Maxtor®



17GB Ultra 66

- 2MB Cache, 5400 rpm
- 9 ms Access Time

$139

7200 rpm 2MB Cache

9.1GB	$122
13.5GB	$129
20.5GB	$199
27GB	$269
34GB	$339

5400 rpm

15.2GB	$129
20GB	$179
25GB	$229
37.5GB	$349

7200 rpm

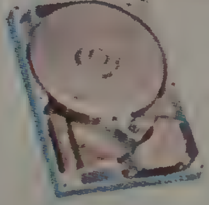
4.5GB U2W SCSI 7200 rpm, 512k Cache	$175
18.3GB U2W SCSI 7200 rpm, 2MB Cache	$469
36.4GB U2W SCSI 7200 rpm, 4MB Cache	$929

10,000 rpm

9.1GB U2W SCSI 10,000 rpm, 2MB Cache, 4.9ms	$499
18.1GB U2W SCSI 10,000 rpm, 2MB Cache, 4.9ms	$799
36GB U2W SCSI 10,000 rpm, 2MB Cache, 4.9ms	$1149

5400 rpm

6.5GB	$105
8.4GB	$105
10.2GB	$119
13.6GB	$129
17GB	$139
20GB	$185
27.2GB	$239



7200 rpm

10GB	$129
13GB	$139

TOSHIBA NOTEBOOK HARD DISK IBM

TOSHIBA 4.3 8.5mm	$159
TOSHIBA 6.4 8.5mm	$199
TOSHIBA 11.5 8.5mm	$299

IBM 4.8GB 9.5mm	$165
IBM 6.4GB 9.5mm	$199
IBM 10GB 12.5mm	$269

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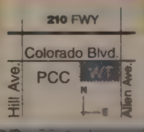
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FUJITSU

10.8GB

- Ultra 66
- 5400 rpm
- 512 KB 9ms Access Time

$115

FUJITSU

Ultra 66, 5400 rpm

4.3GB	$95
6.4GB	$109
8.4GB	$112
10.8GB	$115
13GB	$135
17GB	$159

SPECIAL

Quantum

10GB CX

- Ultra 66
- 5400 rpm
- 512 KB Cache
- 9 ms Access Time

$115

Quantum

Ultra 66, 5400 rpm

6.4GB CX	$105
10GB CX	$115
13GB CX	$135

Ultra 66, 7200 rpm

KA 9.1GB 2MB	$125
KA 13GB 2MB	$145
KA 18GB 2MB	$195

SPECIAL

WESTERN DIGITAL

10.2GB

- Ultra 66
- 5400 rpm
- 2MB Cache
- 9ms Access Time

$129

SPECIAL

13.6GB

- Ultra 66
- 7200 rpm
- 2MB Cache
- 9 ms Access Time

$145

WESTERN DIGITAL

Ultra 66, 5400 rpm

6.4GB	$115
10.2GB	$129
13.6GB	$139
20.5GB	$199

Ultra 66, 7200 rpm

6.8GB	$125
9.1GB	$129
10GB	$139
13.6GB	$145
18GB	$209
20.5GB	$229
27GB	$319

SPECIAL

SAMSUNG

8.4GB

- Ultra 66
- 5400 rpm
- 11 ms Access Time
- 512KB Cache

$99

SAMSUNG

Ultra 66, 5400 rpm

4.3GB	$89
6.8GB	$99
8.4GB	$99
13GB	$119

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ST 39175 LW 9.1GB U2W SCSI, 7200 rpm	$345
ST 318275 LW 18.2GB U2W SCSI, 7200 rpm	$545

Seagate

CHEETAH

ST 39103 LW 9.1GB U2W SCSI, 10,000 rpm, 1MB Cache, 5ms	$449
ST 318203 LW 18.2GB U2W SCSI, 10,000 rpm, 1MB Cache, 5ms	$729

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SB Live Value w/Digital Output

$53

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Creative 8432 Internal IDE CDRW

- 8X Write
- 4X Rewrite
- 32X Read

$255 new

CREATIVE

SOUND CARD

SB Live	$175
SB Live Value w/D.O.	$53
SB PCI 512	$52
SB PCI 128	$39
SB PCI Ensoniq	$25

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48X CD ROM	$46
52X CD ROM	$55
6x4x24 CDRW	$215
Encore 6X DVD Kit	$229

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SBS 50 10 Watts Speakers	$25
FPC2000 4 Pt Surround Sound Sub-woofer Speakers	$169
Theatre 5.1 5.1 Channel Speaker System Built-in Dolby Digital Decoder	$249

SPECIAL

TOSHIBA

TOSHIBA 1212

- 6X DVD ROM IDE
- 6X DVD/32X CD

$79

TOSHIBA

6502B 40X Internal IDE CD ROM	$49
6401B 40X Internal SCSI CD ROM	$85
1201S 5X Internal SCSI DVD ROM	$149

SPECIAL

RICOH

6X4X24 IDE CD ROM

- 6X Write
- 4X Rewrite
- 24X Read
- 2MB Cache

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RICOH

4X4X20 SCSI 4X Write, 4X Rewrite, 24X Read, 2MB Cache	$179
6X4X24 SCSI 6X Write, 4X Rewrite, 24X Read, 2MB Cache	$219

SPECIAL

HEWLETT PACKARD

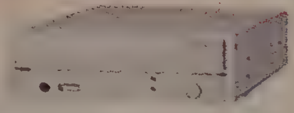
HP 8200i

- 4X Write, 4X Rewrite,
- 24X Read, Internal IDE
- 2 MB Cache,
- 125 MS Access Time

$225

SPECIAL

US Drive 48X Internal IDE CD ROM



$38

SPECIAL

SONY

4224 Internal CDRW(Retail)

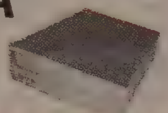
- 4X Write
- 2X Rewrite
- 24X Read

$169

SPECIAL

YAMAHA®

6x4x16 SCIS Internal CDRW(Retail)



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ALTEC LANSING MULTIMEDIA

ACS 33

- 10 Watts Speakers,
- 15 Watts Sub-Woofer

$39

ACS 45.1 12 Watts Speakers, 20 Watts Sub-Woofer	$79
ACS 48 20 Watts Speakers, 40 Watts Sub-Woofer	$129

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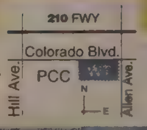
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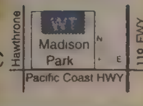
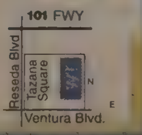

WT
Madison Park
Hawthrone
110 FWY
N
E
Pacific Coast HWY

Tarzana
M-F 10-7 Sat 10-5
18385 Ventura Blvd.
Tel 818 758 8278
Fax 818 758 8279


101 FWY
Reseda Blvd
Tarzana Square
WT
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TBU / STORAGE

SPECIAL

iomega

ZIP 250 Parallel External

$135

SPECIAL

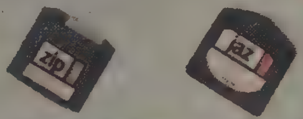
iomega

ZIP 250 Internal IDE

$115

iomega

Zip 100 IDE Int'l	$79
Zip 100 SCSI Int'l	$89
Zip 100 Ext'l Parallel	$99
Zip 100 Ext'l SCSI	$99
Zip 250 IDE Int'l	$115
Zip 250 SCSI/MAC/PC	$139
Jaz 2GB Int'l SCSI	$299
Jaz 2GB Ext'l SCSI	$309



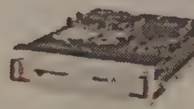
Cartridge - Media

Zip 100 Disk	$9.99
Zip 250 Disk	$14.99
Jaz 1GB Disk	$85.99

SPECIAL

HEWLETT PACKARD

4/8GB IDE Internal Tape Back-up



$189

HEWLETT PACKARD

4/8 Ext'l TBU	$249
10/20 Int'l TBU	$399
10/20 Ext'l TBU	$489
10/20 Int'l SCSI	$499

Cartridge - Media

TR-3 1.6/3.2 GB Tape	$26.99
TR-4 4/8 GB Tape	$29.99
TR-5 2.5/5 GB Tape	$29.99
10/20 GB Travan Tape	$39.99

SPECIAL

NEC

NEC/Panasonic Zip 100 MB IDE

$62

Floppy

TEAC	1.44	$17
SAMSUNG	1.44	$13
Mitsumi	1.44	$15

SPECIAL

Seagate

Traven 4/8 GB IDE Internal Tape Back-up

$189

Seagate

Scorpion

24GB Int'l SCSI DAT	$839
24GB Ext'l SCSI DAT	$969
10/20GB Int'l EIDE TBU	$299
10/20GB Int'l SCSI TBU	$339
4/8GB Int'l SCSI TBU	$259
4/8GB Int'l IDE TBU	$198

SPECIAL

adaptec

AHA 3940 UW

- Dual Channel Ultra-wide SCSI
- 2x15 Devices

$269

adaptec

AHA 2940 UW	$199
AHA 2940 U2W	$229
AHA 3940 UW	$269
AHA 131 U2 Raid	$399

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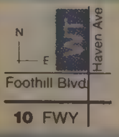
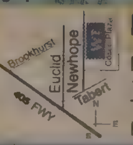
Fax 909 466 6229


N
E
WT
Haven Ave
Foothill Blvd
10 FWY

Fountain Valley
M-F 10-7 Sat 10-5
17850 Newhope Ave.
Tel 714 428 0863
Fax 714 428 0860


Brookhurst
Euclid
Newhope
WT
Taberl
405 FWY
N
E

Pomona
M-F 10-7 Sat 10-5
1967 W. Holt Ave.
Tel 909 868 9985
Fax 909 868 9965

10 FWY
71 HWY
Fairplex Ave
N
E
WT
Valley
Holt

Mission Viejo
M-F 10-7 Sat 10-5
23982 Alicia Pkwy.
Tel 949 859 9196
Fax 949 859 9197

Jeronimo
N
Alicia PKWY
WT
Gateway Center
5 FWY

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Networking Hotline 626 456 8688 Opt. 4

MONITOR / LCD

SPECIAL

ViewSonic

E771

- 17" 1280x1024, .27mm
- 88Hz @ 1280x1024
- On View controls w/View Match
- Anti-static, anti-glare screen
- Flat square screen
- Inner Shadow Mask
- Mac & PC compatible
- MPR-II
- Plug & Play

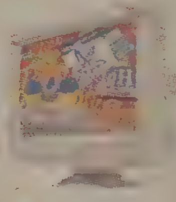
$209

SPECIAL

ViewSonic

E790

- 19" 1600x1280, .25mm
- 85MHz @ 1280x1024
- On View controls w/View Match
- Flat square screen
- Inner Shadow Mask
- TCO '95 Certified
- Mac & PC compatible
- Plug & Play



$379

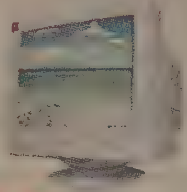
E651	15", 1280 x 1024	$159
E773	17", 1280 x 1024	$285
M70	17", 1280 x 1024, w/Audio	$319
G773	17", 1600 x 1280	$319
G810	21", 1600 x 1280	$739
GA771	17", 1280 x 1024, w/Audio	$365
GS790	19", 1600 x 1280	$449
P815	21", 1800 x 1600	$879
PS790	19", 1600 x 1280	$479
P810	21", 1600 x 1280	$839
PS775	17", 1600 x 1280	$349
GF775	17", 1600 x 1280	$349
PF775	17", 1600 x 1280	$359
PT795	19", 1600 x 1280, Trinitron	$699
PT813	21", 1600 x 1280, Trinitron	$999
VG180LCD	18", LCD Flat Panel	$3499
VP150LCD	15", LCD Flat Pane	$1229

SPECIAL

SCEPTRE

D95

- 19" 1600x1280
- On-Screen Display
- MPR-II low resolution
- Plug & Play (DDC 1/2B)
- 5 Year limited warranty



Dragon Eye Series

$299

SPECIAL

SCEPTRE

P73

- 17" 1280x1024, .27mm
- ARRC Digital OSD Controls
- MPR-II low resolution
- DSS Speakers
- 3 Year limited warranty

$189

MONITOR

D50X	15", 1280 x 1024, .28	$135
D51	15", 1280 x 1024, .28	$139
D73A	17", 1280 x 1024, .25	$249
D73PA	17", 1280 x 1024, .25	$239
D73P	17", 1280 x 1024, .27	$209
D97A	19", 1600 x 1280, .26	$369

5 Year Warranty on all Sceptre D Model

LCD

BT15+	15", LCD Flat Panel	$899

SPECIAL

CTX

PV745
15" LCD
w/ SPEAKER

$849

SPECIAL

SONY

110 GS 15" FD Trinitron

- 1280 x 1024
- .25 dot pitch

$199

E200 17" FD Trinitron

- 1600 x 1280
- .25 dot pitch

$339

G200 17" FD Trinitron

- 1600 x 1280
- .25 dot pitch

$439

420 GS 19" FD Trinitron

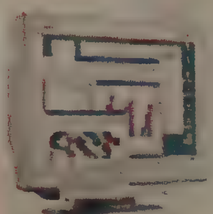
- 1600 x 1280
- .25 dot pitch

$579

G400PS 19" FD Trinitron

- 1600 x 1280
- .25 dot pitch

$699



520 GS 21" FD Trinitron

- 1600 x 1280
- .25 dot pitch

$889

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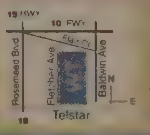
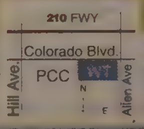
Fax 626 279 2468



Pasadena

M-F 10-7 Sat 10-5
1756 E. Colorado Blvd.
Tel 626 685 8988
Fax 626 685 8989



Torrance

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3511 Pacific Ct. Hwy, St. C
Tel 310 257 1588
Fax 310 257 1587

Hawthrone
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Madison Park
N
E
110 FWY
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Tarzana

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Tel 818 758 8278
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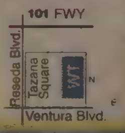

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MODEM / NETWORKING / UPS

SPECIAL

3Com

3C 2974
56K V.90
Internal Voice
PCI

$39

SPECIAL

3Com

3C905TXNM
with Rebate PCI 10/100
Network Card
PCI 32-Bit Fast EtherLink XL
(10/100 Base) 10-Base-T

$48

Modem

3C1787	56K V.90 ISA, Voice	$65
3C2974	56K V.90 PCI, Voice, Win	$39
3C2975	56K V.90 PCI, Win	$42
3C2976	56K V.90 PCI, Voice	$75
3C5685	56K V.90, Int., Voice, Retail	$109
3C5686	56K V.90, External, Retail	$129

Network Card

3C905-CTX	$55
3C509-BT	$59
3C900 TX	$79

Network Hubs

Office Connect 8 Port Hub	$99
Office Connect 100 8 Port Hub	$219

Other models available, please call for details

SPECIAL

Smartlink™

**56K PCI
with Voice
Internal v.90**

$26

Smartlink™

**8 port Hub
10 Base Hub**

$32

Modem

56K Int'l Voice ISA V.90	$45
56K Ext'l Voice USB V.90	$55
56K AMR Modem Card V.90	$15
56K (PCMCIA) Voice V.90	$69

Network Card

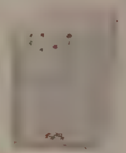
10 Base ISA	$10
10 Base PCI	$12
10/100 PCI	$15

Network Hubs

2040C 8 Port	$35
2041C 16 Port	$75
16 Port Stackable	$89
8 Port 10/100 Dual Speed	$109
16 Port 10/100 Dual Speed	$215

APC
AMERICAN POWER

**APC 650C
Backup UPS**



$199

300VA 180W UPS	$99
500C Backup UPS	$139
1400 Backup UPS	$499
700 Netsmart UPS	$349
1000 Netsmart UPS	$499
2200 Netsmart UPS	$899

SPECIAL

Smartlink™

330 UPS
Price after $20
Manufacture Rebate

$35

460	$69
300 Management Function	$69
425 Management Function	$99
500 Management Function	$109
625 Management Function	$189
860 Management Function	$209
1000 Management Function	$299
1500 Management Function	$399

intel

**Intel 8460B
PCI 10/100
Network Card**

$45

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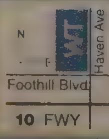

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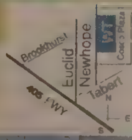
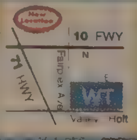
17850 Newhope Ave.
Tel 714 428 0863
Fax 714 428 0860



Pomona
M-F 10-7 Sat 10-5
1967 W. Holt Ave.
Tel 909 868 9985
Fax 909 868 9965



Mission Viejo
M-F 10-7 Sat 10-5
23982 Alicia Pkwy.
Tel 949 859 9196
Fax 949 859 9197

Jeronimo
Alicia PKWY
WT
5 FWY

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Networking Hotline 626 456 8488 Opt. 4

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PRINTER / SCANNER

SPECIAL

EPSON

Stylus Color 440C

- 720x720 dpi Photo Color & Black Text
- 4 PPM in Black
- 3 PPM in Color

$69

◆ Prices After $30 Mail-In Rebate. Exp. 1/31/00

SPECIAL

EPSON

Stylus Color 740

- 1440x720 dpi Photo Color & Black Text
- 6 PPM in Black
- 5 PPM in Color
- PC/Mac

$135

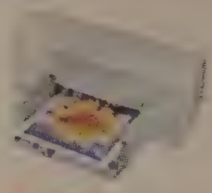
◆ Prices After $50 Mail-In Rebate. Exp. 1/31/00

LQ570+ 24 Pin Dot Matrix	$229
660 SPECIAL 1440 x 720, 5 PPM/Black, 4 PPM/Color ◆ Prices After $30 Mail-In Rebate. Exp. 1/31/00	$99
PHOTO 700 1440 x 720, 6 PPM/Black, 5 PPM/Color	$169
750 PC/MAC 1440 x 720, 6 PPM/Black, 5 PPM/Color	$249
850 1440 x 720, 8 PPM/Black, 7 PPM/Color	$225
850 NE 1440 x 720, Networking Printer	$429
PHOTO EX (A4 Paper) 1440 x 720, 6 PPM/Black, 5 PPM/Color	$379
900 SPECIAL 1440 x 720, 10 PPM/Black, 7 PPM/Color	$339
1200 1440 x 720, 8 PPM/Black, 7 PPM/Color	$469
1520 1440 x 720, 6 PPM/Black, 5 PPM/Color	$469

SPECIAL

HEWLETT PACKARD

HP Deskjet 810C



- 600x600 dpi
- 6 PPM Black
- 4 PPM Color

$147

HEWLETT PACKARD

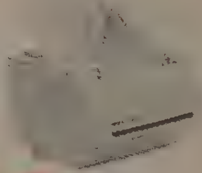
INKJET

HP710C 600dpi, 6 PPM/Black, 3 PPM/Color	$147
HP880C 600dpi, 8 PPM/Black, 5 PPM/Color	$245
HP830C 600dpi, 8 PPM/Black, 5 PPM/Color	$195
HP895CXi 600dpi, 10 PPM/Black, 5 PPM/Color	$285
HP970CXi 600dpi, 12 PPM/Black, 10 PPM/Color	$379
HP1120CXi 600dpi, 6.5 PPM/Black, 4.5 PPM/Color	$459
HP2000CXi 600dpi, 10 PPM/Black, 7 PPM/Color	$465
HP2500CXi 600dpi, 9.5 PPM/Black, 7.5 PPM/Color	$919

SPECIAL

HEWLETT PACKARD

HP LaserJet 1100Xi



- 600x600 dpi Laser
- 8 PPM
- 2MB Memory

$369

HEWLETT PACKARD

SCANJET

4200CXi 600dpi, USB	$185
5200CXi 600dpi, USB	$275
6200CXi 1200dpi, USB/SCSI	$319
6250CXi 1200dpi w/ADF Scanner	$409
6350CXi 1200dpi, USB/SCSI	$445

LASERJET

HP 2100Xi 1200dpi, 8PPM, 4MB RAM	$639
HP 4050 1200dpi, 17PPM, 8MB RAM	$1099
HP 4050N 1200dpi, 17PPM, For Networking	$1399
HP 8000N 1200dpi, 24PPM, For Networking	$2449

SPECIAL

MINOLTA

MINOLTA LASER COLOR PAGEWORK

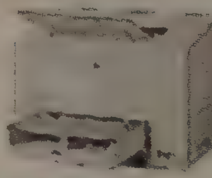
- 600dpi
- 4 MB RAM

$999

SPECIAL

MINOLTA

MINOLTA PAGEWORK 20



- 1200dpi
- 4 MB RAM
- 20 PPM

$599

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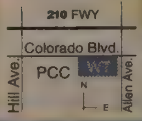
10 FWY
Flair Dr
Rosemead Blvd
Fletcher Ave
Baldwin Ave.
N
E
19
Telstar

Pasadena
M-F 10-7 Sat 10-5
1756 E. Colorado Blvd.
Tel 626 685 8988
Fax 626 685 8989



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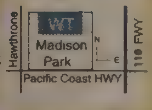
M-F 10-7 Sat 10-5
3511 Pacific Ct. Hwy, St. C
Tel 310 257 1588
Fax 310 257 1587



Tarzana
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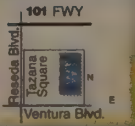
Fax 818 758 8279



Network Software

Microsoft

Windows NT 4.0 Server (5)	$799
Windows NT 4.0 Server (10)	$1099
Windows NT 4.0 Server (25)	$1599
Back Office 4.5 Server (5) Small Business Edition	$1399
Back Office 4.5 Server (5) Full Edition	$2999

Novell

Full Version NetWare

NetWare V5.0

Server CD w/5 Users 128-Bit	$899
Add 5 Users Licenses	$749
Add 10 Users Licenses	$1099
Add 25 Users Licenses	$2089
Add 50 Users Licenses	$3099
Add 100 Users Licenses	$5399

Small Business V4.2

Server CD w/5 Users Licenses	$1029
Add 1 Users Licenses	$59
Add 5 Users Licenses	$279
Add 25 Users Licenses	$1379

Upgrade NetWare

NetWare V5.0

Server CD w/5 Users 128-Bit	$429
Add 5 Users Licenses	$369
Add 10 Users Licenses	$519
Add 25 Users Licenses	$999
Add 50 Users Licenses	$1519
Add 100 Users Licenses	$2549

Small Business V4.2

Server CD w/5 Users Licenses	$549
Add 10 Users Licenses	$789
Add 25 Users Licenses	$1349

Keyboards

LOGITECH

Mice

3 button Serial + PS2	$19
3 button USB w/wheel	$25
2 button PS2 w/wheel	$15
Cordless Wheel Mouse	$55
MouseMan Wheel USB	$49

Trackballs

Trackman Live	$149
Trackman Marble FX	$79
Trackman Marble +	$55
Marble Mouse	$45

Keyboards

Internet Keyboard	$35
Deluxe 104 Keyboard	$19
Cordless itouch Keyboard	$69
Cordless Desktop itouch	$99
Cordless Desktop Pro	$99

Game Controllers

Wingman Gamepad	$29
Wingman Thunderpad	$19
Wingman Extreme Digital	$45

Keyboards

Fujitsu 4725 PS2	$39
Fujitsu 8725 PS2	$19
Keytronic 3601 AT	$19
Keytronic 3601 PS2	$19
Focus 2001	$25
Focus 7200 PS2	$29
Mitsumi 104 PS2	$15
WT 104 PS2	$10

Printer Cartridges

EPSON

ARE 23	440/640/Black	$14.99
ARE 26	440/640/Bk/Color	$18.99
ARE 27	440/640/740/Bk	$18.99
ARE 28	740 Color	$19.99
ARE 25	740 Bk/Color	$18.99
ARE 15	800/850/1520/Bk	$16.99
ARE 13	600/Photo/Bk	$14.99
ARE 16	600/800/850 1520/Color	$17.99
ARE 17	Photo Ex/700 5 Colors	$16.99
ARE 18	3000 Black	$33.99
ARE 19/20/21	Cyan, Magenta or Yellow	$33.99

Please Call For All HP Printer Supplies

Network Software

Citrix

Metaframe/Workgroup 1.8 5 Users		$1995
Winframe/Workgroup 1.8 5 Users		$2495
User Licenses	5 Users	$995
User Licenses	10 Users	$1995
User Licenses	20 Users	$3990
User Licenses	50 Users	$9975
Load Balancing Services		$1495
Secure ICA 1.21		$2495
Resource Management Services 1.0		$1495
Installation Management Services 1.0		$1295

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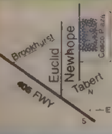

Pomona
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1967 W. Holt Ave.
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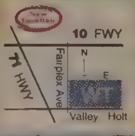

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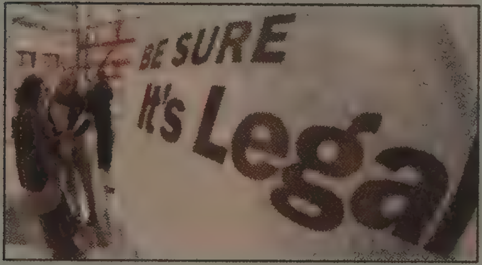

ASSAULT ON PIRACY — Microsoft's Mary Paulson discusses software piracy with consumer Lorine Samuels, left, at Microsoft's "Be Sure It's Legal Day" in Chicago in October. Product-information specialists were on hand to evaluate suspect software and provide information to local businesses and consumers about proper software licensing. In 1998, Illinois lost more than 5,400 jobs due to software piracy. A similar event was conducted in San Francisco in late October. (Feature Photo Service)

■ Dell Jumps To No. 1 In The United States

Dell Computer jumped to No. 1 among sellers of personal computers in the United States in the third quarter, surpassing struggling Compaq Computer Corp. for the first time, according to two leading market research firms. The game of leapfrog took place as worldwide shipments of PCs jumped 23.2 percent in the quarter to 28.5 million units, according to Dataquest, and 25 percent to 27.9 million units, according to International Data Corp. Dataquest's figures do not include PC servers. (Reuters)

Training *Can* Reduce Tech Support Calls

By Dave Morton

When someone asks you about the reliability of your IT systems, what's the first thing that comes to mind? Are hardware problems an issue? Do you worry about software reliability?

Or are your IT problems rooted not in technology — but in people?

Two recent customer-service experiences brought this last question to mind. One was while traveling with colleagues through the tunnel under the English Channel. (The Channel Tunnel link is a train service; you drive your car aboard the train.) When we arrived at the Club Class check-in, the computer was down, so the clerk had to write out a ticket by hand. The process took so long that most of the benefit of traveling Club was lost.

But the clerk was apologetic, and there are less pleasant ways to wait than in the sunshine in a convertible Mercedes. Eventually we drove to the boarding area. As we passed through the security check, the guard stopped us to look under the hood and in the trunk. In the process, he found a "problem." "This ticket has expired," he said.

Puzzled, we asked why and were astonished when he pointed to the expiration date: the 7th of August 00. "See," said the guard, "it's expired."

It took many minutes and several radio conversations with the guard's superiors to convince him that '00 was next year and that the expiration date on the ticket was almost a year away.

Here we have an example of an apparently non-Y2K-compliant human being.

> HERE WE HAVE AN EXAMPLE OF AN APPARENTLY NON-Y2K-COMPLIANT HUMAN BEING

A while later, I wanted to buy a new guitar, so I went to the site of G&L Guitars (www.glguitars.com), a U.S. manufacturer. I looked through the various models and options. After some study, I put together a wish list.

Then I went to the Web site of a dealer that sells those instruments here in the UK. This dealer didn't have prices for the exact models I was interested in, so I sent off an e-mail listing all of the options, the part numbers and every possible detail the dealer could need.

After a month with no reply, I mailed again. "What's the point of a Web site," I asked, "if you don't respond to e-mail?"

The answer I got was breathtaking. "We get about 1,000 emails a month, many from time wasters. We sent a fax to the UK importers but no reply was received."

My point in telling these tales is simple: You can have the finest IT infrastructure money can buy, but if your staff isn't up to job, you might as well try to run it on a hand-cranked adding machine.

continued on next page ➤

Training *Can* Reduce Tech Support Calls

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While the Club Class example I described was relatively trivial, it will cost that company money because I don't see myself, or my colleague, spending the extra to travel Club in the future. The guitar example is likely to be even more expensive for the company: I'll take my money elsewhere.

IT workers tend to have high expectations when we use other people's systems. While those expectations can sometimes be unreasonable, it's hardly unfair to expect an organization to automatically track questions to its Web site.

Ideally we'd like online stock and price confirmation updated automatically from the supplier's IT system. We'd also appreciate drop-down list boxes where we select options: color, finish and the rest. A fully automated system might be too much to ask, but the system should at least ensure that our question reaches the person who's able to deal with it — and that we actually get an answer.

THE MISSING INGREDIENT

A key ingredient missing here is *training*. In too many organizations, training is the poor relation to purchasing. Yet if it's done properly, good staff training offers a bottom-line return on investment greater than almost any other investment.

This concept is increasingly popular. At the Support Services and Customer Relationship Management expositions in San Francisco last month, several companies offered services that train support personnel on the *people* aspects of support rather than on the technology itself. The number of companies with those services seem to be growing.

Technical staff are often too quick to apply a technical solution. "The database isn't fast enough. It takes ages to find what we're looking for!" cries the sales team. You can throw money at the server hardware, add a RAID array, increase the RAM, or buy another processor or three in that situation.

But is upgrading the answer? It might be, but on the other hand, an hour-long presentation to staff members about how to optimize their search strategy could produce greater benefits.

Several years ago we had a client in the insurance sector. The IT division had many problems, one of which was poor staff performance: "We need a system that's easier to use," said the management team. "Our staff is taking far too long to process each document."

Part of our role was to specify the new system, but as we proceeded through the company, interviewing the staff, a pattern emerged. Members of staff in different sections had very different ways of using the same software. Some were competent and others were struggling, but all were unhappy and concerned for their future.

We quickly identified the problem: Some staff members had taken basic word processing courses, but these classes addressed generic needs. No one had taken courses aimed at the work that they were trying to do.

We asked the chief of IT about this policy. "We tried sending them on training courses," he said, "but it didn't do much good, and it was very expensive." Then came the remark that left us speechless: "We found it was just as effective to give them a computer and let them get on with it." He had even taken this approach with members of staff whose only keyboard experience had been with electric typewriters.

So we went to the CEO and told him we'd like to bring in a freelance trainer to look at the work, design a training course and implement it. The CEO was skeptical because he'd already spoken to the head of IT. We assured him that if the training didn't improve the situation, we would pay all the costs of the course. He agreed, and we went ahead.

The first course was a spectacular success. Far from being disgruntled, staff members left the training room saying how relieved they were to finally understand how everything worked.

And support calls to the IT department from the now-trained section virtually stopped. These staff members didn't need to keep calling because now they knew what they were doing.

If you're a network administrator, the decision to send users on training courses might not be yours to make. But have you considered your own training or that of junior staff?

We're familiar with the advantages of regularly applying service packs to the software on network servers or workstations, and most of us do it. But there's a great deal to be said for regularly applying a service pack — or software update — to the processor that sits on your own shoulders. **M**

Dave Morton spent 13 years working as a research scientist with the British Broadcasting Corp. He now divides his time between writing and running Open Consulting Ltd., an IT consultancy based in London. Morton has written for *PC Network Advisor* and *PC Support Advisor*, as well as a number of UK-based magazines. He can be reached at dmorton@journalist.co.uk.

EXECUTIVE

News Briefs

COMPAQ'S 3 MILLIONTH SERVER — Compaq Computer Corp. celebrated the shipment of its 3 millionth server in October. Pictured are Michael Capellas, president and CEO, Compaq, right, and Werner Koepf, vice president and general manager, Compaq Computer Europe, Middle East and Africa, center, presenting the company's celebrated server to John Beaumont, managing director of Planet Online, left.

■ Compuware Extends Tender Offer As U.S. Files Suit

Compuware Corp. reasserted its intention to try to acquire Viasoft Inc. and extended its tender as the Justice Department filed suit in Federal District Court against the merger. The Justice Department filed suit to block the $168 million cash tender offer, arguing the transaction "would result in higher prices and lower quality service for two types of mission-critical software." (Reuters)

■ Microsoft To Raise Some Prices For Windows 2000

Microsoft has unveiled pricing for its forthcoming Windows 2000 operating system, which included a slight increase for network servers but left the desktop version largely unchanged from current levels. While the server pricing represented about an 11 percent price hike over the system it is meant to replace, the software is still up to 50 percent cheaper than rival products, a company executive says. Microsoft is due to make the formal announcement in February. (Reuters)

FREEBSD WORTH THE COST OF ADMISSION

By Alan Winston

You're fed up with Windows server crashes or performance problems; you don't want to pay per seat fees for many users on your server, or you need to keep abreast of technology and you think it's time to try out the freeware operating systems. You've probably heard a lot about Linux, but there are other good choices out there. Here's a rundown.

If you're familiar with UNIX history, skip the rest of this article — you'll only argue with me. In the late 1960s, some folks at Bell Labs in Murray Hill, NJ, who had been impressed by the ideas in the MULTICS OS (operating system) running on General Electric hardware, started developing a special typesetting system based on early Digital Equipment Corp. PDP hardware. (Yes, GE once made computers.)

This system was a general purpose computing platform with typesetting goodies — and it was UNIX. (The joke was that UNIX was a castrated version of MULTICS.)

Since MULTICS was written mostly in C after the first few iterations, it was portable to other architectures with much less pain than porting other operating systems entailed. The initial interface to the OS was through a hardcopy terminal, so a terse command-line interface was developed. It became an OS a programmer could love.

AT&T developed UNIX to version 7 before it started licensing UNIX source code to universities. They used it on minicomputers they built themselves to run their phone networks. (One theory about why AT&T broke up voluntarily was that the company wanted its hands free to sell computer systems, which it was sure would take over the world. This strategy did not work out, and the breakup turned the telecom market into the zoo it is today.)

As UNIX emerged on the university scene, graduate students got their hands on it and started making it work more the way they thought it ought to. Folks at the University of California at Berkeley did a lot of work, and the BSD (Berkeley Software Distribution) series introduced virtual memory, integrated TCP/IP, your choice of fast or safe file systems, and whimsical names for utilities.

BSD was a robust system and became very popular on different architectures. After it was developed on Digital's high-end VAX minicomputers, it became the OS of choice for technical workstation and server startups in the 1980s.

The OS helped start one company that would develop into an industry leader. Sun Microsystems Inc. of Palo Alto, CA, got on the map selling Motorola- and Intel-based workstations running SunOS, a BSD derivative. Sun's technology guru, Bill Joy, had been one of the BSD developers.

Other vendors that had ridden their in-house operating systems to fortune also picked up BSD and worked up their own variations. These included some of the biggest names in the business: Hewlett-Packard with MPE, Digital with VMS, and IBM with MVS.

Even as other players moved in to the field, AT&T continued work on its own UNIX. The com-

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EXECUTIVE

News Briefs

■ Oracle Stock Jumps Amid Strong Sales Outlook

Shares of Oracle Corp. jumped earlier this month amid optimism that orders going into the new year are strong and that electronic-commerce consulting revenues will increase. Merrill Lynch analyst Chris Shilakes told clients he met with Oracle Chief Financial Officer Jeff Henley and Executive Vice President Gary Bloom and left the meetings "with a reaffirmed confidence that Oracle is very well positioned for 2000, especially with [a] new applications product cycle and [an] increasing shift of data-base sales to e-commerce drivers." (Reuters)

■ Computer Sciences Expands United Technologies Deal

Information services company Computer Sciences Corp. said it signed an outsourcing deal with United Technologies Corp. that adds $900 million to an existing agreement. The deal incorporates a $1.2 billion outsourcing contract Computer Sciences signed last May with United Technologies unit Pratt & Whitney, the company said. (Reuters)

■ Matsushita Profit Plunges In First Half

TOKYO — Japanese electronics giant Matsushita Electric Industrial Co. reported a 38 percent drop in its first-half profits, hit by sluggish sales of consumer electronics goods and price declines in components. Matsushita, which markets its products under the Panasonic and National brands, says its consolidated operating profit decreased to 65.2 billion yen ($621 million) in the April–September period from 105.64 billion yen a year earlier. (Reuters)

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FRAME THAT — Tara Maher, marketing manager for digital imaging at Sony Electronics in Park Ridge, NJ, shows off her digital photo collage on Sony CyberFrames. These tabletop frames display digital images on removable Memory Stick, an ultra-small storage media that can share and transfer digital content between a variety of cameras, camcorders, PCs and other digital products. (Feature Photo Service)

■ Microsoft Acquires Voice Recognition Company

Microsoft acquired speech recognition software company Entropic Inc. under undisclosed terms, as part of a strategy to make speech a method of interacting with Microsoft Windows. Microsoft said in a statement that Entropic, which is affiliated with Cambridge University in England, will help the software giant accelerate efforts to incorporate speech recognition in its products. (Reuters)

FREEBSD WORTH THE COST

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pany incorporated some BSD ideas and many incompatible ones, eventually getting up to System V. It bought 10 percent of Sun and decided to move UNIX development to that company. Sun had to reduce its support for SunOS and start developing Solaris, a System V–type OS, a move that made many of its customers unhappy.

Now that UNIX development was suddenly in the hands of a competitor, vendors in the BSD market got nervous. Many joined the Open Software Foundation, launched in the late 1980s, which developed its own UNIX-like system, OSF/1. (It is considered UNIX-like because it doesn't have any AT&T-licensed source code and is separately developed, though the interfaces are similar.)

The vendors hoped to shift the center of UNIX development from AT&T and Sun to OSF. But it didn't happen. Only one company, Digital, came out with a successful UNIX release based on this source code, Digital UNIX OSF/1. Compaq Computer Corp., which acquired Digital in 1998, offers Tru64 UNIX on its Alpha-based systems.

AT&T spun off UNIX System Labs to be a not-so-politicized center of UNIX development. The division was acquired by Novell Corp., Provo, UT, which developed UNIXWare. Eventually, Novell realized it didn't know what it was doing in the UNIX market and sold the remnants of USL to the Santa Cruz Operation, Santa Cruz, CA. (The UNIX trademark is now owned by the Open Group, successor to OSF.)

A SHATTERED MARKET

UNIX's strength was that it was portable and featured a uniform environment on all platforms. But by the mid-1990s, the market was not just fragmented, it was shattered. HP/UX isn't the same as Tru64, which isn't SunOS, which isn't Solaris, which isn't AIX.

Unlike UNIX, Windows NT had a uniform environment and ran the same on hardware from different vendors. So it got a toehold in the server market.

Meanwhile, the BSD source code developed at Berkeley was growing into a mature operating system with 25 years of development. It was too good to just leave alone, so some people attempted to develop and distribute it. But in 1993, AT&T sued them, which put a real damper on the growth of freeware BSD. Ultimately, this case was resolved. Several freeware BSD releases now exist, plus a commercial one from an OS-only vendor that doesn't sell hardware.

As the BSD developers were mired in lawsuits, Linux distribution commenced. Linux is a System V–like OS, not a BSD variant.

BSD FLAVORS

The major freeware BSDs are NetBSD (www.netbsd.org), FreeBSD (www.FreeBSD.org) and OpenBSD (www.openbsd.org). Berkeley Software Design Inc. (www.bsdi.com), based in Colorado Springs, CO, develops, sells and supports BSD/OS, which is part of the same family tree but is not a free OS.

NetBSD wants its OS to run on everything, and it's doing a good job. The processors it supports include DEC/Compaq Alpha; MIPS; Acorn RISC; PowerPC; Motorola 68000; Intel 80386, i486 and Pentium; and many more. If you found a computer at the dump, odds are good you could boot NetBSD on it.

Some developers are pushing the limits of NetBSD's adaptability. The University of Melbourne has developed NetBSD patches that let the 386 version run on Connectix Virtual PC, a software emulator for a PowerPC-based Macintosh that pretends to be a Pentium with typical PC hardware. Trying to get extra life out of older hardware? NetBSD could be just what you need.

FreeBSD is designed to run extremely well and provide cutting-edge features on PC-compatible hardware, with special attention to Internet server space. Its Web site documents the development structure; it uses the CVS (Concurrent Versioning System) library to track its development.

Because its planning is centralized, FreeBSD has moved ahead with some strong features, including a merged virtual memory and file system cache so only one in-memory structure has to be maintained, and it can tune itself dynamically. Another feature: compatibility modules that let FreeBSD run applications compiled for Linux, SCO UNIX, NetBSD and BSDI.

FreeBSD-based Web sites seem to run well; Yahoo! and Hotmail make extensive use of the OS, and a gallery of nearly 1,000 commercial Web sites, and many ISPs, attests to its success.

OpenBSD is designed to be the most secure OS around, with emphasis on portability, standardization, correctness, security and integrated cryptography. The project is based in Canada because

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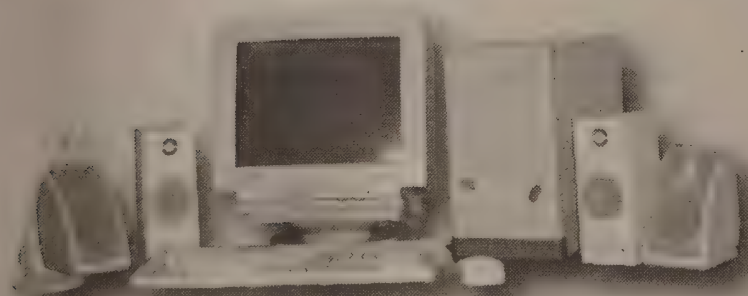

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FREEBSD WORTH THE COST

continued from page 191

U.S. export restrictions would make it impossible to export strong cryptography developed here. It runs binaries from Solaris, FreeBSD, Linux, BSD, SunOS and HP/UX, and it runs on a wide range of platforms.

Since all the BSDs share a common heritage, work done on one of these operating systems often can be readily adopted for another. But this strength could wither as each OS develops and diverges.

BSD systems have some well-developed system and performance-management tools, and a lot of stable and well-documented interfaces. Compare this with Linux, whose kernel changes radically from release to release. Because it's a moving target, fewer tools exist for it.

If you are choosing an OS, first ask yourself, What do I want to do? Bring old hardware back to life? Use an OS that supports older systems. Put an ISP together? Probably a BSD will suffice. Run cool products that aren't part of the OS? Linux has the market momentum, so if third-party products are an issue, it might be the OS for you. You can also try the Linux emulation modes on the BSDs.

Do you have system people who know one of these systems well? Go with that platform and OS. If you're going to have to hire somebody or train somebody, Linux has the most training material.

While many are sharing strategies to make Linux install more easily, it tends to be less stable. Every release has a lot of new code — and new problems. These bugs might not be a big issue if Linux is merely running a firewall-protected desktop system, but they could be a showstopper if it's your Web site.

Whatever OS you choose, you'll need knowledgeable people, and they'll need the time and resources to run a secure site. Work with them to determine whether you've made the right OS choices, and consider changing if you got it wrong the first time. Experiment first — it's free and can save you a lot of time and trouble later. **M**

Alan Winston, a former editor-at-large for *UNIX World*, is a computer systems administrator for the Stanford Synchrotron Radiation Laboratory. He works with databases, Web servers, e-mail, application development and system administration. He has been writing about computers since 1983. E-mail him at winston@ssrl.slac.stanford.edu.

Cell Phone Helps Find That Flight

By Michael Conlon

It's one of those familiar but dark moments: stuck in a traffic jam in a cab to the airport. Is there still chance of making the flight? Is another flight worth a desperate dash across the terminal?

A cell phone call to the airline or a corporate travel agent might help trapped business travelers if they could get through fast enough. But what if the call displayed on the phone's screen the gate, estimated departure time and information for other flights on the same route set to depart within two hours?

That's what Sprint PCS says it has with its "Wireless Web" phone and a newly introduced service that taps into the same flight-information system used by the gate agents of many major airlines.

The phone uses a "MiniBrowser" that lets users surf a database maintained by GetThere.com, a Menlo Park, CA, company formerly known as Internet Travel Network. Its departure, arrival and schedule data is the back-end feed for airlines including United, Northwest, Air Canada and ANA.

The user can scroll through a list of airlines and select one, or check flight status and schedules. Entering a flight number gets the customer real-time information on where the flight is.

The user can enter a route and get a list of flights operating between two cities and their status. The information is more detailed than what travelers usually get from an airline agent.

Reasons for delays are listed — 30 minutes, due to ramp servicing (routine), or indefinite, due to equipment problems (an obvious red flag). This data might be invaluable when meeting someone at an airport. The data bank knows when a plane landed, if it's taxiing and when it should be at the gate.

More than 2 million new phones will be able to use the service by the end of 1999, Sprint says. And in a few months a feature will let customers go to the Sprint site and enter flight information and a cell phone number. If there's a cancellation, delay or other change, the system will call the phone and leave a text message.

The cost: Sprint has an all-in-one plan including voice or wireless Web minutes and free long-distance service for $59.95 a month. Other packages include more minutes. (Reuters) **M**

EXECUTIVE News Briefs

■ NEC Slashes Packard Bell NEC Unit, *Wall Street Journal* Reports

Japan's NEC Corp. plans a restructuring of its U.S. Packard Bell NEC unit, which will result in layoffs of about 80 percent of the unit's staff, departure of senior management and withdrawal from the U.S. retail personal-computer market, the *Wall Street Journal* reported. Citing Packard Bell spokesman Ron Fuchs, it said that NEC, together with French partner Groupe Bull, which holds 12 percent of the unit, had wanted Packard Bell NEC to post a loss of no more than $100 million in 1999, but the unit is on track for a loss of $150 million this year. (Reuters)

■ Voice-Activated Computers Used In UK Surgery

LONDON — British surgeons performed Europe's first voice-activated, computer-assisted keyhole surgery operations, a spokesman for the U.S. company that made the equipment says. Surgeons at the North Hampshire Hospital in Southern England used the new computer equipment — already in use in the United States — to perform minor operations on patients' joints, says Chris Symons of Medsurg, a division of U.S. surgical and orthopedic equipment maker Stryker Corp. (Reuters)

■ Computer Associates Pondering Hiring Boost For Y2K

Software giant Computer Associates International Inc. says it is considering a plan to boost staffing levels to help its clients deal with potential Y2K conversion issues. The company markets an array of enterprise-management, information-management and business-application products to a host of manufacturing, financial services and insurance companies as well as hospitals, educational institutions and government agencies. (Reuters)

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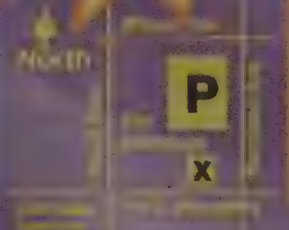

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MAGID AT LARGE

HELP TOOLS BREAK E-COM RULES

By Lawrence J. Magid

Imagine that you're visiting a Web site and a live chat window pops up to sell you something. Is it an invasion of your privacy? Well, it depends on how you define privacy.

Webmasters can track visitors as they navigate through a site with software from iContact.com. Not only do Webmasters know where on the site the visitors are, they also can contact them to see if they need help — or perhaps to try to turn their visit into a sale.

It's similar to what happens when you're browsing through a store and a salesperson walks up to you to offer help. If you want it, it's a blessing. But if you'd rather be left alone, it's an annoyance.

iContact's software doesn't tell Web operators your name. All they know is your IP address (useless if you're coming from America Online or another large ISP) and where you've been on the site. Still, it strikes me as pretty creepy to have someone interrupt you when you're surfing.

An iContact company representative assures me that its own sales staff is trained to be sensitive about when to approach a potential customer. I'm sure they are. But I'm also sure some Webmasters using iContact on their own sites — or Web site sales personnel — are bound to blunder into uncomfortable confrontations with visitors to their sites.

The other part of iContact's business, letting visitors initiate a live chat with site operators, strikes me as a good idea. I can think of many times when I've been on a company's Web site and wanted to "talk" to a live person who could help get me out of whatever morass I was stuck in. Even sophisticated surfers sometimes need to talk with a real human being.

Although LandsEnd.com doesn't use iContact's software, it has a human-based help system that illustrates my point. If you go to the company's help area, you can summon up a live operator who can not only answer questions in a chat windows but take control of your browser to bring you to a relevant page.

I tested the system by asking about a sweater for my wife. The sales assistant asked me a few questions, then showed me sweaters. I was so impressed, I bought one — and it looks great on Patti.

Speaking of buying, imagine what it would be like to own a store and have someone tap your customers on the shoulder to inform them that they can get the same merchandise you're selling for less somewhere else. That's what three new software packages do.

R U Sure (www.rusure.com), Click the Button (www.clickthebutton.com) and iChoose (www.ichoose.com) are free, downloadable applications that run in the background as you shop at Amazon.com and other online merchants. When you select a product at an e-com site, the programs go out on the Web to see if anyone sells it for less. If so, they offer to take you there to buy the product.

iChoose, which was set to launch in November, takes it a step further by trying to outbid the merchant you're visiting. Agents analyze the product you're thinking of buying to see if there's a way

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EXECUTIVE News Briefs

■ IBM Boosts Share Buyback

International Business Machines Corp. says its board of directors authorized the buyback of up to an additional $3.5 billion worth of the computer maker's stock, a move that follows a slump in its share price in recent months. In addition, IBM says the board of directors authorized the company's regular quarterly dividend of 12 cents per share, or 48 cents on an annual basis. (Reuters)

■ Compaq Profits Top Consensus, But Revenues Soft

Compaq Computer Corp. posted third-quarter net profits of $140 million that edged ahead of analysts' diminished expectations as the company suffered a 16 percent drop in commercial PC revenues. Compaq had net income of $140 million, or 8 cents per share, compared with $115 million, or 7 cents per share, in the third quarter of 1998. Operating earnings for the quarter amounted to 7 cents per share, excluding charges and gains, compared with the analysts' consensus view of 5 cents, according to a survey by First Call/Thomson Financial. (Reuters)

■ Digi Joins Red Hat Program, Adds Linux Drivers

Digi International Inc. announced it joined with Linux vendor Red Hat Inc. of Durham, NC, as a member of the Red Hat Developer Partner Program and has begun shipping Linux drivers for its DataFire communications adapters. The companies are collaborating on the development of products and will co-market resulting offerings, according to a statement from Digi.

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EXECUTIVE

News Briefs

Intel Scientist Sees Chip Size, Design Limits, *Times* Reports

After 30 years of progress in the quest to make cheaper and faster computers, an Intel researcher says scientists might have reached the limit of their ability to scale down a silicon transistor crucial to the technology revolution, *The New York Times* reported. Citing an article in the journal *Science,* the *Times* reported that Paul Packan, a scientist with Intel Corp., the world's largest chipmaker, said semiconductor engineers have not found ways around basic physical limits beyond the generation of silicon chips that will begin to appear next year. (Reuters)

Gas Powered Computers Closer To Reality, Magazine Says

LONDON — A super-fast, minuscule molecular computer driven by gases might be a step closer to reality thanks to research by a Berlin-based chemist, *New Scientist* magazine reported. James La Clair, formerly with the Scripps Research Institute in California, has developed a molecule that could be switched on and off by nitrogen and carbon dioxide, it said. (Reuters)

EDS, MCI Close $12.4 Billion Outsourcing Deal

Electronic Data Systems Corp. and MCI WorldCom Inc. say they finally signed a $12.4 billion outsourcing deal announced in February, allaying fears that the deal might have foundered. Plano, TX-based EDS, the world's second-largest computer services company, will pay MCI $6 billion to take over EDS' voice and data telecommunications for 10 years, plus one startup year. (Reuters)

HELP TOOLS BREAK E-COM RULES

continued from page 196

they can beat the price, even if it means taking a loss on the sale to win over a customer. At first glance it seems like a bonanza for surfers and consumers, but it might have some unintended consequences. If software like this succeeds in stealing customers from Web sites, it could undermine many of the investments companies are making in their brands.

Amazon.com doesn't have a right to win just because it spends a lot of money on advertising. But it does have a right to do business with its own customers without another merchant stealing them away from within its own store.

Of course, you can argue that no stealing is going on. Consumers are installing the software on their PCs and taking advantage of the power of the Web to do in-depth research on products and pricing. That's true, but it's also true that these programs are taking unfair advantage of major e-tailers and, in a sense, hijacking their customers.

One company that won't have to steal small-business customers is Office Depot. Its site sells supplies online, but it also contains useful information. The "Office Solutions" portion of the site is not only a small-business portal, it also has forms, spreadsheets and files to download.

Documents include a work chart that shows types of activities employees have to be paid for and activities that can be on their own time. You'll find a sample sexual-harassment policy, a smoking policy, a noncompete agreement, a worksheet to record employee long-distance phone calls, and a handbook for starting and running a small business.

This site is one of the few e-com sites that do more than just sell. It provides services so customers keep coming back, even if they don't always buy. I don't know if this strategy will pay off for Office Depot, but I'm rooting for it — if only to encourage others to follow suit.

Lawrence J. Magid has written a globally syndicated column since 1983 that originates in the *Los Angeles Times* and runs on AOL. He also has written for *Fortune, Upside, PC World, Information Week* and *Computer Currents*, among other publications. He can be heard on KCBS radio in San Francisco, KNX radio in Los Angeles, and National Public Radio; he also appears on The Internet Café syndicated TV program. Magid is the author of several books and hosts three popular Web sites: Larrysworld.com, SafeKids.com and SafeTeens.com. He is the former editor of *PC*

Microsoft Aims Beyond Mobiles With Data

By Sara Ledwith

PARIS — "Any time, any place and on any device" is the new strategic target for Microsoft's software — and the company's plans for mobile data growth go well beyond handheld gadgets.

We are taking our core business…and making sure that wireless is a built-in part," Jonathan Roberts, general manager for market development of Windows CE, said in an interview with Reuters.

Microsoft is seen as coming from behind with its Windows CE operating system for handheld devices. Now it's scanning a vaster horizon, aiming to jump into the mass market by making everyday items smarter. From voice-operated computers in cars to personal organizers that can play music downloaded from the Internet, the software giant is experimenting across the board, allocating $3.8 billion for research spending next year.

"We are going to continue to make big bets and take risks," John Leftwich, European vice president for marketing, told reporters at a recent news briefing.

Roberts said Microsoft is moving toward a "new era of natural computing," pooling its wide expertise with that of thousands of partners. Computers that people can talk to are an example of natural computing, though the technology challenge is mighty. "We're in a unique position to understand those hard problems," Roberts said. "It doesn't mean they all have to be Microsoft products."

Microsoft, like many rivals, is developing ways to read e-mail on a mobile phone. But its ideas also include working with language experts Lernout & Hauspie to develop methods of dictating e-mail messages over the phone. Beyond portable handsets, the "any device" aspect of the strategy is key.

As Internet users accumulate a plethora of e-mail identities, smart cards programmed with key personal data are one way to travel from terminal to terminal, but these can be stolen. Microsoft researchers are looking at using vision and voice technologies to simplify the process of authenticating a user's identity, helping travelers who need to access company intranets on equipment they do not own. (Reuters)

NEW PRODUCTS

OLITEC
Self Memory
("2000")
56000/V90

Total Office Self Memory "2000"

Total Office Self Memory Modem '2000'

The U.S. division of Olitec, a modem manufacturer, introduced the Total Office Self Memory Modem "2000," its second memory-equipped modem. This V.90-based 56K external device integrates conventional data/fax modem functions with built-in memory for storing and retrieving voicemail, faxes and e-mail if the user's ISP supports it. The modem provides users a way to receive information without being connected to a PC. The unit has 4MB internal memory, which allows the storage of up to 20 minutes of voicemail messages and 100 pages of fax messages with guaranteed confidentiality.

GoBack

GoBack is a self-service software application for PC problems, including system crashes, virus attacks, failed software installations, Y2K glitches, operator error and accidental data loss. Computers protected by this software can step back in time to a point when everything was working correctly. Because GoBack runs underneath the operating system, it can restore a PC to working order even if Windows won't boot — no special disk is required. The Windows 95/98 tool lets users revert the entire hard drive to virtually any moment in the recent past — five minutes, five hours, even five days ago. The user can also retrieve individual files or directories; even those emptied from Recycle Bin. Users can download and install software, exchange e-mail and delete files without the fear of software complications bringing their work to a sudden halt.

Hands On Excel 2000

Just released by Jamsa Press, *Hands On Excel 2000* by Allen L. Wyatt focuses on getting users to work right away by providing the practical information needed to master Excel 2000. Step-by-step instructions help the reader to understand the concepts behind using Excel 2000. It examines key operations, such as creating, editing, saving and printing a spreadsheet document. The book also shows how to use multisheet and linked documents. Wyatt covers all aspects of charting and graphing within Excel 2000 and helps the user master using built-in arithmetic, date and statistical functions. It teaches the reader how to create macros to simplify common tasks and examines advanced concepts such as pivot tables and data auditing. Examples and spreadsheet templates with custom formulas and macros discussed in the book are included on the companion CD-ROM.

continued on page 205 ➤

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Total Office Self Memory Modem "2000"
OLITEC AMERICA
(800) 221-2882
www.olitec.com
PRICE: $150

GoBack
WILD FILE INC.
(888) 945-3345
www.goback.com
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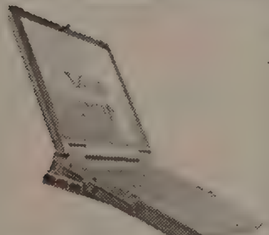

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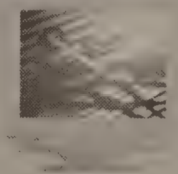

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NEW PRODUCTS

continued from page 202

Digital Media Remote

Keyspan announced the Digital Media Remote (DMR), an accessory for digital-media-ready Windows and Macintosh desktop and portable computers. Keyspan's DMR gives users remote control of their DVD, CD, MP3 and QuickTime players, as well as presentation programs such as PowerPoint. It consists of two components: a 15-key infrared remote and an infrared receiver unit that connects to the USB port. The receiver unit features a design that enables it to sit on a tabletop or hang on the edge of an open portable. For the Windows 98 platform, the DMR includes key maps for controlling QuickTime, RealPlayer, WinAMP, DVD players, Lotus Freelance and Microsoft PowerPoint. On the Macintosh, the DMR ships with key maps for QuickTime, Apple DVD, CD and audio players, SoundJam, RealPlayer, PowerPoint, and the Finder. A default key map is available for both platforms for use with applications that do not have a specific map defined.

RemotePoint RF

Interlink Electronics Inc. released the RemotePoint RF, a remote control for the PC presenter. Using radio frequency wireless technology, it delivers a 100-foot cordless range without line-of-sight restrictions and fluorescent lighting interference. A pressure-sensitive, 360-degree mouse button and a ClickTrigger design give the presenter point-and-click command of PC functions. Four user-assignable keys and a small arsenal of presentation software effects help drive the presentation home. It can be used out of the box as a fully functional, laser-pointer-enabled, PC remote mouse with no software required. Users can load the included RemotePoint RF software to allow them to zoom, scroll or pan the screen, hide and reveal bullet points, or launch external programs. System requirements include Windows 95/98, an available USB or PS/2 port, a 3.5-inch disk drive and 5MB of free hard-drive space.

Encryption Plus Folders Lite

PC Guardian announced the release of Encryption Plus Folders Lite, a freeware encryption program that uses the Blowfish algorithm and offers users 56-bit encryption for their confidential files. The free download is available on the Internet at www.pcguardian.com/folders_download.html. Folders Lite addresses the need for easy-to-use encryption software for corporate and individual users and it serves as a fully functional standalone encryption product. It performs on-the-fly encryption, allowing the user to put confidential files in a single folder and encrypt them with a simple point and click. The user does not have to think about security or remember anything except the password.

Learning Debian/GNU Linux

Learning
DEBIAN
GNU/LINUX
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Learning Debian GNU/Linux

The Debian distribution of Linux — constructed by volunteers adhering to strict Open Source guidelines — receives a comprehensive rundown from Bill McCarty in *Learning Debian/GNU Linux*, published by O'Reilly & Associates. McCarty is a university professor who has taught Linux to hundreds of students, and he wrote this book specifically for users new to Linux and UNIX systems. He takes the mystery out of Linux and shows it can be a flexible operating system. The accompanying CD includes the full Debian distribution. You can order it through www.oreilly.com or purchase it as a package put together by O'Reilly, VA Linux Systems and SGI. The package will include a CD of 1440 Open Source software applications and a demo version of Loki Entertainment's Myth II: Soulblighter game software, available direct from valinux.com. **M**

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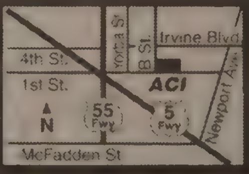

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- Symphony ATX Medium Tower Case
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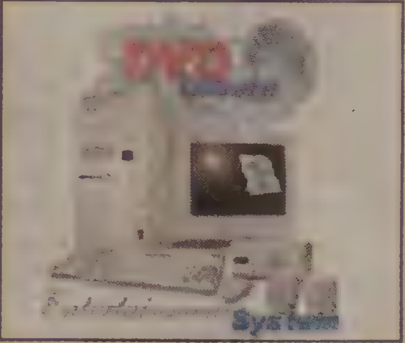

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- USR/3com 56K V.90 PCI internal modem
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REGIONAL SOUTH

Is Los Angeles Ready For Y2K And Its Bandwidth Requirements?

By Mark A. Kellner

Los Angeles *ought* to be ready for Y2K; it seems the city's always confronting one potential catastrophe or another. In the movies, L.A. often suffers massive destruction. In real life, it has faced countless major upheavals during the past decade. So are the city's emergency communications systems up for the challenge of Y2K? L.A.'s top Y2K emergency preparedness official says yes.

"We have an existing redundancy built in," says Frank Martinez, executive director of Los Angeles' Y2K project office. "We will be ready."

Concerns about emergency preparedness aren't lightly dismissed in this city — not after the 1994 Northridge earthquake, which still resonates with millions in the Southland. The quake caused dozens of deaths and billions of dollars in property damage.

These are the sort of consequences some observers fear if Y2K disruptions are more widespread — or long-lasting — than most forecasts predict.

Those fears could be intensified by yet another disaster movie. In NBC-TV's *Y2K — The Movie*, which was set to air Nov. 21, Ken Olin plays a computer programmer trying to prevent a nuclear meltdown.

Southern Californians know it doesn't take a meltdown to cause headaches. After Northridge — and the 7.4 Hector shaker in September — most have a renewed sense of the usefulness of preparations for any kind of emergency, including a few days of inconvenience. Playing to these fears was a recent string of Y2K ads in local newspapers, offering emergency food and other supplies as a bulwark against impending disaster.

To test its preparedness and ease the fears of its residents, Los Angeles staged a Y2K dress rehearsal this year — and found a glitch in the system. During a Y2K drill on June 16 at the Tillman Water Reclamation Plant in the San Fernando Valley, 1.2 million gallons of sewage spilled into a park after a flaw interrupted operations. The park closed for several days because of the risk of contamination to visitors.

WHILE Y2K WORRIES MANY SOUTHERN CALIFORNIANS, ANOTHER ISSUE SHOULD CONCERN THEM MORE

CALLER, ARE YOU THERE?

But officials insist that the city is prepared and that any disruptions will be minimal and short-term. Los Angeles and environs are probably in better shape for Y2K than most areas. Both L.A.'s Department of Water and Power and Southern California Edison affirm that their systems were Y2K-compliant as of July 1. Besides, the relatively temperate climate here (this isn't exactly International Falls, MN) makes it easier to ride out the occasional disaster.

The city is far along in its Y2K preparations for emergency communications, Martinez says. The police radio system, made by Motorola Corp., has undergone checks by the city, the manufacturer and the original systems integrator. Each gave it a clean bill of health. At the same time, the city is installing a new police radio system for its mobile data terminals, which will be Y2K-compliant.

Martinez says similar good reports have been received concerning fire department radio systems and those used by other city employees. In each case, only minor upgrades were required, and the work was set to be complete by the end of September.

Los Angeles has also acquired cell phones from AT&T Wireless Services, which it can hand out in the event of a citywide emergency.

The still-anxious can visit www.ladwp.com/whatnew/y2k/Y2Kproject.htm to view L.A.'s electrical power situation; www.sce.com/y2ksca/index_y2.htm will take you to the page for Southern California Edison.

continued on next page ➤

Is Los Angeles Ready For Y2K?

continued from previous page

After all, if the power is still on come Jan. 1, 2000, we can all surf the Web and find out things elsewhere, right?

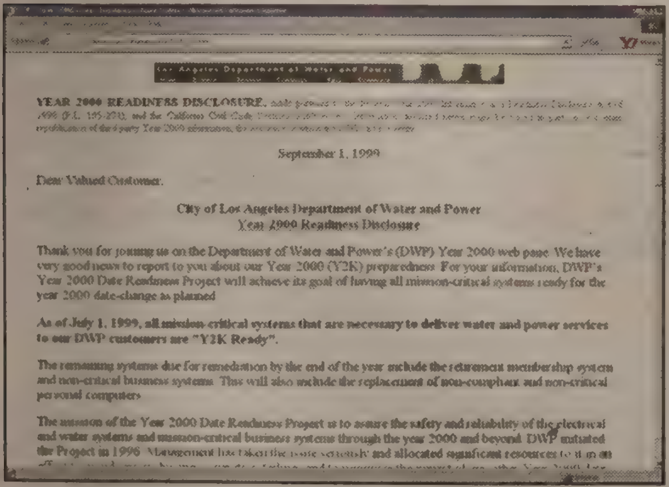
BEYOND Y2K

While Y2K worries many Southern Californians, another issue should concern them more. That issue is bandwidth — more precisely, how much will be needed and where it should be placed.

Bandwith needs are expanding exponentially thanks to the increasing appeal of telecommuting. Many cities, Los Angeles included, are under U.S. Department of Transportation mandates to reduce the amount of traffic on the roads, which means cutting back on the number of people getting into cars to go to the office. At the same time, the dynamics of today's work and family situations are making telecommuting more attractive.

Employees who telecommute can save their employers $10,006 a year in reduced absenteeism and job-retention costs, according to research announced in October by the International Telework Association & Council. This Washington, DC-based nonprofit organization counts the federal General Services Administration, software maker Symantec Corp. and telco AT&T as sponsors.

The survey found that employers can save 63 percent of the cost of absenteeism for each telecommuting employee, or $2,086 per employee per year, based on the average salary reported by telecommuters, combined with the average number of days absent on which telecommuters are still able to work from home. That's because telecommuters are able to work an average of a half-day after completing their personal tasks, the group said, while office workers would take a full day off.



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September 1, 1999

Dear Valued Customer:

City of Los Angeles Department of Water and Power
Year 2000 Readiness Disclosure

Thank you for joining us on the Department of Water and Power's (DWP) Year 2000 web page. We have very good news to report to you about our Year 2000 (Y2K) preparedness. For your information, DWP's Year 2000 Date Readiness Project will achieve its goal of having all mission-critical systems ready for the year 2000 date-change as planned.

As of July 1, 1999, all mission-critical systems that are necessary to deliver water and power services to our DWP customers are "Y2K Ready".

The remaining systems due for remediation by the end of the year include the retirement membership system and non-critical business systems. This will also include the replacement of non-compliant and non-critical personal computers.

The mission of the Year 2000 Date Readiness Project is to assure the safety and reliability of the electrical and water systems and mission-critical business systems through the year 2000 and beyond. DWP initiated the Project in 1996. Management has taken the issue seriously and allocated significant resources to it in an

The Web site for Los Angeles' Department of Water and Power assures customers that all critical systems were ready for Y2K by July 1999

For many telecommuters, however, that access has been over dialup lines at 56Kbps or slower. Trying to access the office network at that rate can be frustrating, and users often need special software in the process (see "Remote Access Software Still Carving Out A Niche," page 135). For others, the means of access can be a leased line whose high costs drain company resources.

The good news is that broadband communications such as cable modem Internet service and Digital Subscriber Line (DSL) service are poised for strong growth. Although only about 1 million Americans have broadband Internet access at this writing, the number of subscribers to DSL and cable modem Internet access is strong. DSL is slated for rapid growth in the next two years, analysts say, while cable modem growth appears equally strong — just consider the ads from Cox Cable, MediaOne and other providers.

Frank Martinez of L.A.'s Y2K project office: "We will be ready"

Southern California's problem is figuring out where we're going to put all the gear necessary to accommodate all bandwidth and the links into offices. Already, 1 million square feet of downtown L.A. office space has been converted into housing telecommunications gear. While that switchover has rescued the fate of some downtown office buildings whose owners were still reeling from the mergers, cuts and consolidations of the early 1990s, it's also raised concerns that a pedestrian revival of downtown might not happen.

It isn't much comfort that these renters are often paying 20 percent above the rates other firms would pay, according to a Nov. 2 report in the *Los Angeles Times*.

Developers and some retailers hope for more affluent white-collar types to pound the pavement near their stores, cafés and latté lounges. But telcos need to be near each other for interexchange; they also need to be near fiber optic network cables. In this information economy, firms servicing IT needs will be hungry for space. Instead of fighting the trend, maybe it would be better for downtown real estate moguls to go with the flow. For example, converting some buildings to lofts and studio space for Web development could bring additional people downtown, while offering the high-speed data networks everyone craves.

The newly opened Staples Center sports and entertainment arena will bring people to one corner of the area for events that generally take place at night. That's good for the new steak restaurants nearby, but not necessarily for shoe stores. Making downtown friendly to high-tech — and marketing it that way — could boost retail traffic during the daylight hours.

Similar arguments were advanced by Joel Kotkin in a Nov. 7 *Los Angeles Times* piece. He envisions a downtown where digital denizens mix with bargain shoppers, jewelers and other merchants.

However the wiring of downtown progresses; the issue of where to put information-age telecommuters — and how to meet their growing telecom needs — will be with us for a long time. The DSL ads (on the radio and in these pages) are perhaps the first signs of telecom growth. If broadband and telecommuting fulfill their potential, we could live in a world in which our longest commute is from the bedroom to the home office. And one where bandwidth refers less to the data pipe entering our homes and more to our super-packed schedules. **M**

Mark Kellner has more than 15 years of experience writing about computers, telecommunications and technology. He writes the syndicated On Computers column for *The Washington Times*. He is a regular contributor to *Success*, *Working at Home* and *Nation's Business*. He served as editor-in-chief of *PC Portables*, editor of *The Report on AT&T* and news editor of *MIS Week*. He held senior editorial positions at *UNIX Today*, *Federal Computer Week* and *Government Computer News*. He has been a frequent guest on MSNBC, Fox TV, BBC News and National Public Radio. You can reach him at m_kellner@earthlink.net.

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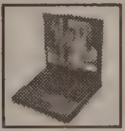

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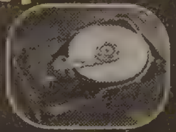

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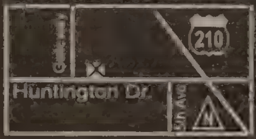

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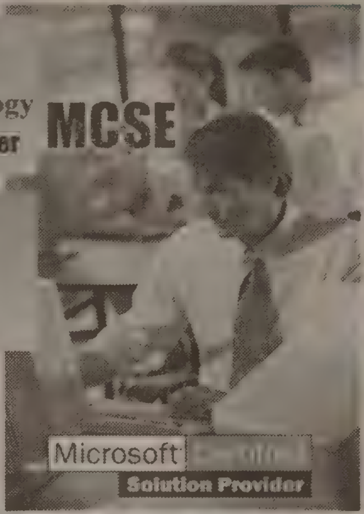

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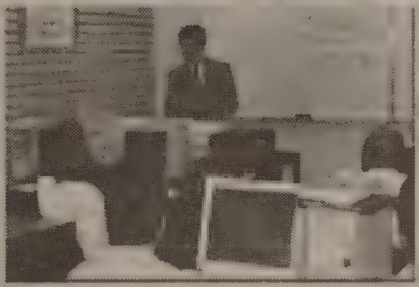

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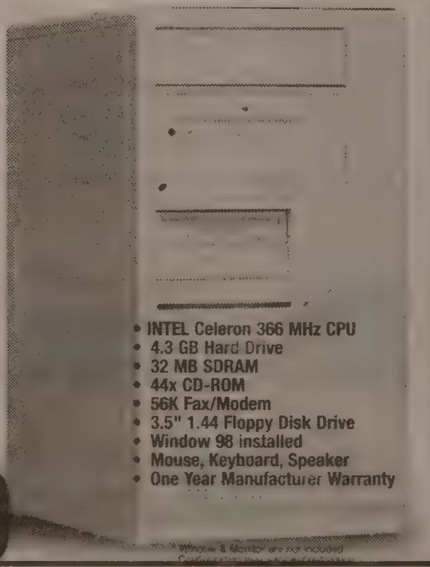

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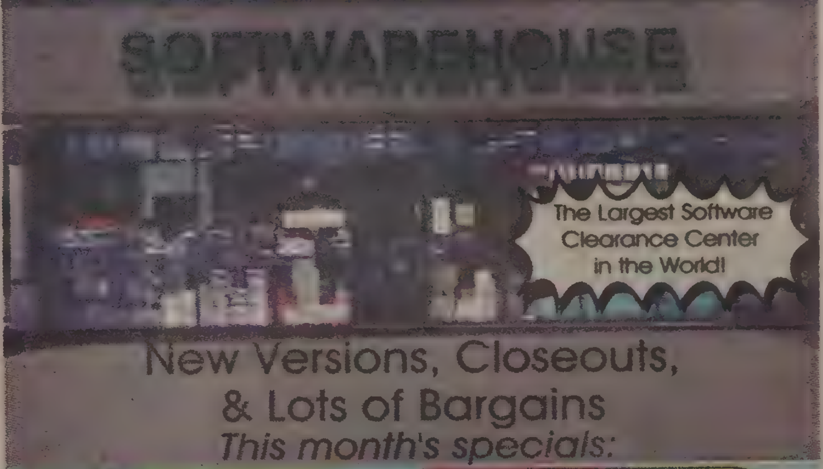

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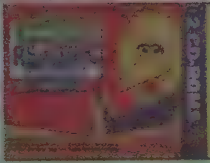

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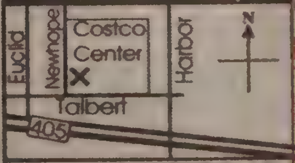

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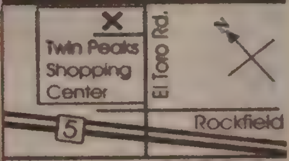

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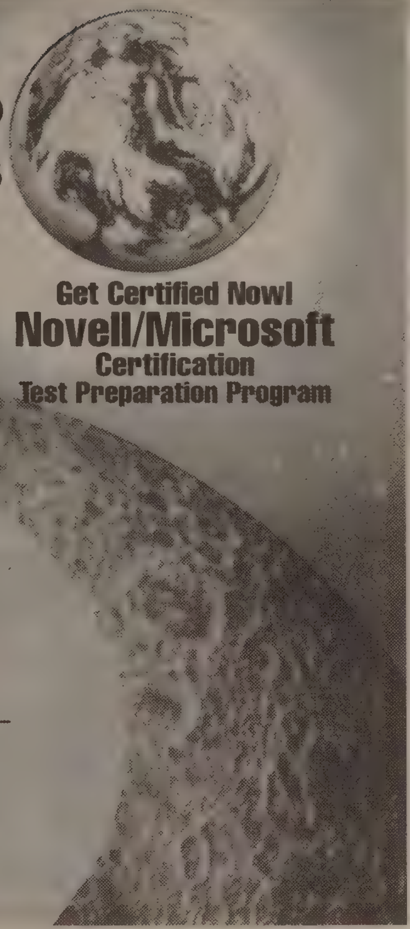

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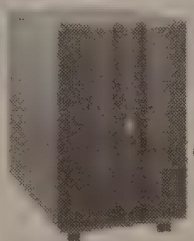

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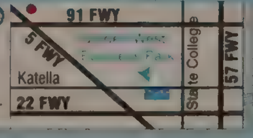

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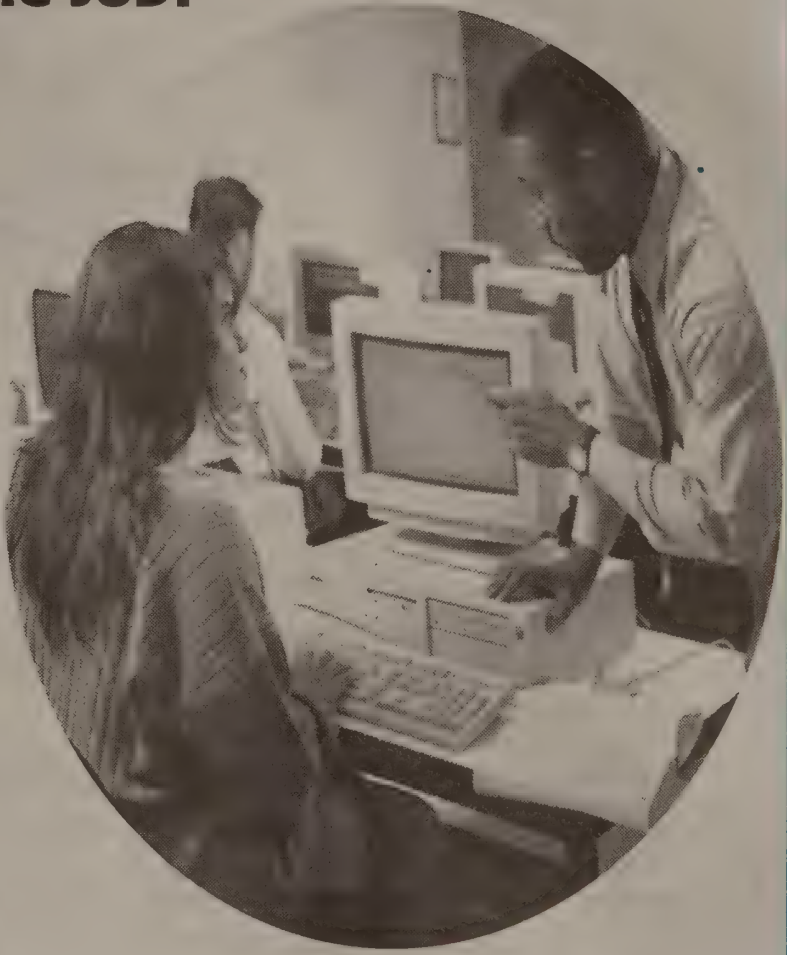

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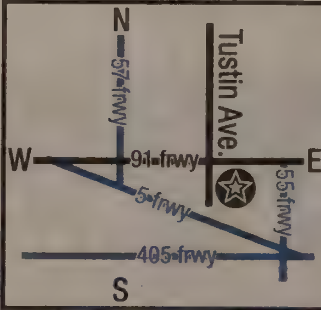

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TECH CAREERS

As IS Job Demand Grows, So Do Salaries

By Susan J. Marks

The hottest sector in employment continues to be information systems. If you're an IS worker, the outlook is great for you. More job openings exist than talent to fill them, salaries keep climbing, and as more companies rely even more on information technology, no end is in sight.

The shortage isn't expected to ease, even with competition from the around the globe, outsourcing and the anticipated end of the Y2K crisis, which has consumed vast amounts of IS professionals' time.

"The pace of technology infusion into every functional area of the workplace has outpaced the ability of our schools to put out [qualified] people," says John Challenger, CEO of Challenger, Gray and Christmas, a Chicago-based employment firm. "There is so much demand it far outpaces even the world pool."

CRUNCHING THE NUMBERS

Because it touches so many aspects of business, it's tough even to estimate the size of the IS work force or accurately project its growth. But let's look at some of the statistics.

From 1983 to 1998, the number of U.S.-based computer scientists, including computer engineers, systems analysts and programmers, soared by 190 percent from 719,000 to 2.08 million. That's six times faster than the overall job growth rate of 30.4 percent, according to the U.S. Commerce and Labor departments. Yet an average of 137,800 core IS workers — those job titles listed above — will be needed each year between 1996 and 2006 to fill newly created jobs and replace workers leaving the field, according to the Commerce Department's Office of Technology Policy (www.ta.doc.gov).

A more inclusive definition of the IS sector encompasses people trained in everything from computer science and mathematics to communications, business and social sciences. This broader take on IS is used by the International Data Corp., the computer industry market research firm based in Framingham, MA.

The unfilled work force demand will increase by a little more than 5 percent per year or a total of about 33 percent through 2002, says H. Michael Boyd, an IDC analyst.

By 2002, Boyd projects, the IS work force will total 4.5 million, up from 4.06 million today. The growth comes from attrition — about 15 percent a year — and industry expansion. Despite all of these new jobs, there's a net unfilled job growth of about 5 percent a year, he says. If both continue at today's pace, an estimated 340,000 jobs will go unfilled in 2002, Boyd adds.

In this market the employee has the leverage. "In the IT space, you have security as almost a given," Boyd says. "As a company, you either meet the going rate or they go somewhere else."

A recent study of 224 companies with 33,772 total employees found that base pay for IS professionals with the hottest skills increased by 10 percent to 20 percent a year. In the same study, by Hewitt Associates, a management consulting firm

EXECUTIVE News Briefs

WetFeet.com Book Details Jobs In Software Industry

WetFeet.com Insider Guide gives job seekers profiles of more than 25 computer software companies, descriptions of more than 20 jobs and the information they'll need to get an interview. The book is around $30; visit www.wetfeet.com to order it online.

RSA Data Security Conference And Expo, San Jose, Jan. 16–20

RSA Security Inc.'s conference and exposition is a key data security and cryptography gathering, and the company expects that this year's event will break attendance records. Among the expected participants are more than 8,000 decision-makers from a range of sectors including consumer, education, financial, government, computer networking, telecommunications and the media. RSA Conference 2000 will feature keynote presentations from industry leaders and national policy makers, as well as an appearance by comedian Dennis Miller. Registration includes admission to the general sessions, classes and exhibits, as well as lunches and evening cocktail receptions. Registrations received between Nov. 1 and Dec. 1 will be $1,395; those received after Dec. 1 will be $1,695. Tuition for the Sunday tutorials is $295. Admission to the RSA Conference 2000 Expo only is free and open to the public. For registration information, call LKE Productions at (800) 340-3010 or (415) 544-9300, or register at www.rsasecurity.com/rsa2000.

EXECUTIVE

News Briefs

Cisco Program Offers Intermediate Certifications

Cisco Systems Inc. has developed Cisco Career Certifications, a program that addresses the growing demand worldwide for more trained computer networking experts. Building on the firm's Cisco Certified Internetwork Expert (CCIE) program, Cisco Career Certifications let networking professionals get certified at various technical proficiency levels. The program focuses on routing and switching, as well as wide area network switching across the disciplines of network design and network support. Students can advance to CCIE status by achieving associate or professional certification in these tracks. The recommended courses for each career certification track are taught by Ascolta Training Co. All Cisco Career Certifications require students to pass a supervised test. While candidates are not required to gain associate or professional status before attempting to become a CCIE, these intermediate certificates are designed to act as stepping-stones that confirm relative expertise. For more information, go to Ascolta's Web site at www.ascolta.com/ciscocert/.

CTI Expo Fall 1999, Las Vegas, Dec. 7–9

As voice and data networks converge and the Internet changes the business world, more chief technical officers need to know: What are the job trends in computer telephone integration, and where can I find good staffers? How can I take advantage of e-commerce? How will the Web affect my customer service? How can I use IP to lower my phone bills without surrendering reliability and service? CTI Expo Fall 1999 will address these questions and inform attendees about unified messaging, CRM, Internet telephony, wireless applications, and much more. For more information, go to www.ctiexpo.com or call (877) 284-3906.

in Lincolnshire, IL, base pay for non-IS, salaried, exempt U.S. employees increased by only 4 percent to 5 percent. More than 20 percent of 70-plus IS job categories registered double-digit salary increases from 1998 to 1999, according to the 1999 Salary Guide prepared by RHI Consulting of Menlo Park, CA.

In this wide-open field, good pay and benefits are only the beginning. Other common incentives are bonuses at junior levels, regular across-the-board salary raises and stock options. Also playing a big role are softer perks, including flexible scheduling, an agreeable corporate culture, opportunities for professional development and access to the latest technology.

Indeed, the atmosphere seems so positive that analysts report job-retention rates are up. But job turnover rates still average almost 16 percent, according to the Hewitt Associates survey. At some companies they are as high as 35 percent, according to the survey, and 28 percent of companies have at least 10 percent of IS positions vacant.

IS staffers aren't job-hopping in search of the dot-com gold mine as much as in the past, in the view of Ron Shevlin, an analyst with Forrester

continued on page 233 ➤

SALARIES FOR IS PROFESSIONALS

Occupation	Increase '98–'99	Salary Range
Chief information officer	4.4%	$113,500–$180,000
Chief technology officer	6.5%	$85,000–$122,750
Applications development programmer	18.4%	$38,000–$50,500
Technical services/help desk specialist	1.5%	$45,000–$54,000
Technical services/help desk systems programmer administrator	0.9%	$49,000–$63,000
Database administrator	16.3%	$61,250–$88,000
Operations manager	6.8%	$50,500–$59,500
Console operator/operations	3.4%	$26,000–$35,500
Information systems audit staff	8.7%	$39,500–$50,750
Senior consultant/systems integration	8.7%	$60,000–$77,500
Software engineer	12.5%	$55,000–$80,000
Client/server and networking systems application developer	4.6%	$48,000–$72,250
UNIX administrator	12.4 %	$48,250–$69,250
Web developer	14.8%	$47,000–$65,500
Electronic commerce specialist	12.4%	$45,000–$73,000

Source: RHI Consulting, 1999 Salary Guide

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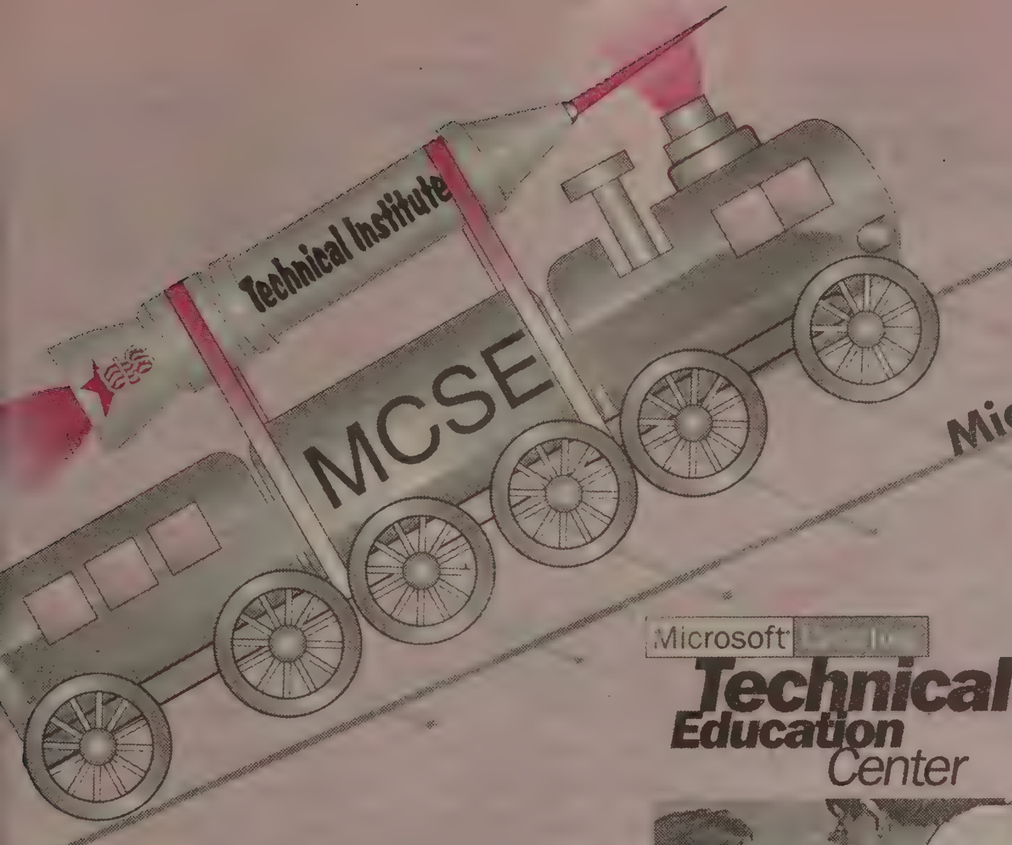

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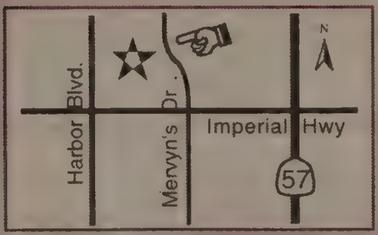

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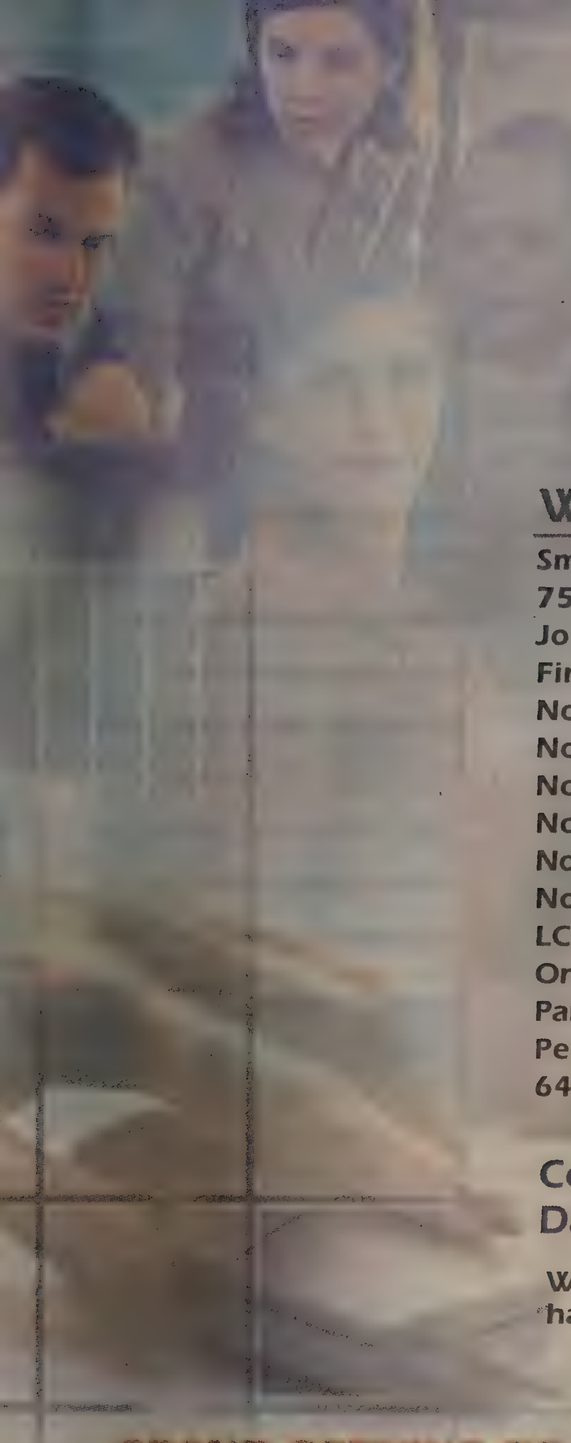

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EXECUTIVE

News Briefs

■ IT Contract Pay 40% More Than Permanent Pay

Contract positions generally earned about 40 percent more than permanent positions in almost every state, according to a salary survey conducted by EarthWeb's dice.com (www.dice.com), a nationwide job search site for IT professionals and a strategic partner with MicroTimes.com for its jobs database. The survey also says 22 percent of female programmers who held contract positions earned more than $50,000 per year, compared with 34 percent of male programmers. The survey is based on forms filled out by more than 15,000 EarthWeb and dice.com visitors who participated in the August–September 1999 study. The study breaks down salaries in the IT industry by age, sex, education, computer language, years in the IT industry, line of work, position and state. Users can log on to the site (jobsearch.dice.com/surveys/results1999/) and search for specific salary information for location, skills and education.

■ Windows 2000 Conference & Expo, San Francisco, Feb. 15–17

Two of the industry's most influential players will keynote the Windows 2000 Conference at San Francisco's Moscone Center. Steve Ballmer, president of Microsoft Corp., will discuss "The Windows 2000 Breakthrough," and Michael Lambert, senior vice president of Dell Computer Corp.'s Enterprise Systems Group, will look at "The Impact of Windows 2000 on the Networked World." To register or get information about the Windows 2000 Conference & Expo, visit www.windows2000expo.com or call (800) 560-7612.

As Job Demand Grows, So Do Salaries

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Research of Cambridge, MA, and author of a 1999 study that looks at IS hiring and retention. "Seventy percent of the IT professionals that we spoke to said they were not considering changing jobs in the next 12 months," he says.

SLOWDOWN AHEAD

About the only note of caution in this otherwise rosy scenario is that it probably can't last. A "serious flattening-out" of salaries could be ahead, Shevlin says. "A lot of the companies have gone through across-the-board increases, and so they have achieved some parity [industrywide]. But firms cannot continue to throw 20 percent or 30 percent annual increases at people ad infinitum. It's not good business."

IDC's Boyd says employers are striving to hold down salary increases in some areas, such as systems integration — and succeeding. "One of the things that seems to have happened over the last six months is that [hiring] growth in some of those companies has slowed. But in other areas they clearly are willing to pay whatever the going rate is or whatever anybody demands if they have a particular, real, unique skill," he adds. Boyd attributes the slowdown in part to businesses taking wait-and-see attitudes to assess the impact of Y2K efforts.

The overall effect is a degree of stability in job moves. "IT professionals are not jumping ships in droves," says Shevlin. "The vast departure to the dot-coms is slowing down because more and more large organizations are jumping on the Internet bandwagon and creating opportunities for people."

Even so, bonuses remain more common at lower levels for IS staff than in other parts of companies, says Georgine Young, an IS compensation consultant with Hewitt Associates. Programmers often receive a pay bonus of 5 percent to 10 percent of their salaries. Hewitt's Hot Technologies survey found that in 1998, 57 percent of IS employees received a bonus, compared with 42 percent in 1997.

Signing bonuses for new hires are common as well, she adds. "We see no indications that salary increases are going to come to a grinding halt. And until we see some sort of leveling out in the work force, I don't think there is any reason to expect them to slow down."

SELLING THE CULTURE

Actual jobs and companies help put a face on these statistics. The high-technology group at the consulting firm Deloitte & Touche LLP (www.dttus.com) pays IS staff an average of 13 percent in annual raises, says Mary Norvid, human resources manager in Chicago. At upper staff levels, bonuses can be up to 25 percent with partnerships including a percentage of company equity.

The company also offers $5,000 to $10,000 referral bonuses to employees who bring in new talent, as well as signing bonuses to new hires. A computer science graduate without job experience starts at $44,000 with a $3,000 signing bonus.

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IS WORK FORCE SUPPLY AND DEMAND: 1999–2002

By 2002, there will be 846,901 openings for IS worker jobs in the United States, up from 722,158 in 1999.

	1999	2000	2001	2002	1999–2002 Growth (%)
Supply	3,685,408	4,054,397	4,460,331	4,906,907	33%
Demand	4,061,566	4,468,235	4,915,624	4,507,808	33%
Cumulative unfilled positions	722,158	759,838	801,293	846,901	17%
Growth	—	5%	5%	6%	N/A

Key Assumptions:
- No extraordinary changes will occur in global economic trends over the next four years
- No revolutionary technology changes will occur that require faster changes in IS work force skills

Source: International Data Corp./H. Michael Boyd, Ph.D., 1999

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EXECUTIVE News Briefs

■ Java Enterprise Computing Conference, Santa Clara, CA, March 27–30

The O'Reilly Java Conference focuses on the key technologies for developing large-scale Java applications, including enterprise Java architecture, interface design and security. The event will provide Java programmers and enterprise application developers with a technically sophisticated and independent view of Java enterprise computing technology. The conference sets aside two days for tutorial programs and two days for a multi-tracked conference. For more information, see conferences.oreilly.com/java/. The O'Reilly Java Conference Program Committee is now accepting proposals for presentations in a variety of enterprise Java areas. See conferences.oreilly.com/java/participation.html for information about the submission and acceptance process.

■ Career Central Launches Recruiting Services

Career Central Corp. announced two recruiting services, Career Central for Java Developers and Career Central for Database Developers. The Java service matches high-technology professionals working primarily with the Java programming language, with prospective employers. Job categories include software and application developers, programmers, system analysts and managers. Unlike a résumé database, Career Central employs a targeted and proprietary profiling technology. Programmers complete a confidential profile at the site indicating their preferences for position, salary and location as well as their levels of experience and education. Candidates then receive job descriptions that match their career objectives through Career Central's JobCast e-mail service. Information is available at www.careercentral.com or by calling (800) 932-4668.

As Job Demand Grows, So Do Salaries

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Kara Gustafson, director of strategic staffing, calls that "exceptionally competitive" for the IS field. Deloitte & Touche, which has more than 73,000 employees worldwide, increased its IS staff by 40 percent last year.

"The market has gone from hot to hotter in the last five years," Gustafson says. "I see no slowdown. I only see it getting crazier. With all of the new startup companies, salaries have gone way up and have included pieces of the company, stock options, etc. So people like us, in large corporate settings, have had to remain competitive while attempting not to rock the boat from an internal and equity standpoint."

Deloitte tries to differentiate itself by its corporate culture and employee benefits, Norvid says. That culture includes business casual dress five days a week, flexible work arrangements, parental leave, assistance with adoption expenses and a performance-management system that includes counselors to help employees set goals.

Valassis Communications (www.valassis.com), a sales promotion firm in Livonia, MI, has 1,450 employees worldwide, including 70 in MIS. Its IS turnover rate is low — only about 5 percent, says Jeff Barham of the corporate human resource national recruiting team. The company offers the opportunity to work with cutting-edge technology and a host of benefits, he says. On top of competitive salaries, employees receive stock options and yearly bonuses that average 10 percent to 20 percent of base salary, called team achievement dividends. Other perks include flexible work schedules; workout facilities, doctor's office, cafeteria and dry cleaning service onsite; full tuition reimbursement including books; and no-interest loans for home PC purchases.

IS' HOTTEST JOBS

RHI Consulting's Hot Jobs survey includes responses from 1,400 CIOs in the United States and 50 CIOs in Canada.

Job growth in areas experiencing the most growth:

Networking	33%
Internet/Intranet development	21%
Applications development	18%
Help desk/end-user support	8%
Operations	6%
Project management	6%
Systems analysis	5%
Other	1%
No answer or don't know	2%

Source: RHI Consulting 1999 Salary Guide

Corporate culture is also a selling point for Marriott Information Resources (www.careers.marriott.com). This arm of the lodging services company employs more than 1,300 IS professionals worldwide. "For a very old profession — putting heads on beds — we are absolutely dependent 21st-century technology," says Kathleen Alexander, senior vice president for human resources in Bethesda, MD.

Employers are holding down salary increases in some areas

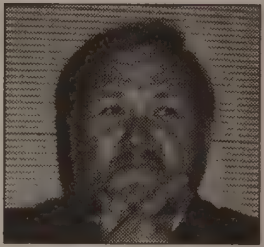
Marriott salaries range up from the $40,000s for entry-level workers, and the company offers hiring bonuses, percentage-of-salary bonuses, work incentives, employee recognition programs and other perks. Even so, attracting IS talent takes focused, directed and continuous efforts, she says.

"IS professionals share a lot of characteristics with every other employee, but they have a greater emphasis on career development and ensuring they keep current with technology," Alexander says. "We are very conscious to ensure that there are career paths and access to personal development for these folks."

"Knowledge workers can take their brains out the door with them, along with all of the knowledge you need to run your company, so you need to pay attention to them. They are valuable, and you need to invest in them." **M**

Susan J. Marks is a longtime business journalist based in Denver. She writes on topics ranging from health care to personal finance and technology. She has written for the *Los Angeles Times, The Denver Post, The Tampa Tribune, Better Homes and Gardens, Family Money, Health & You, The Matrix, United Communications Group* and *Health Ink Communications*. You can reach her at sjmarksco@aol.com.

HOW TO KEEP FROM LOSING TALENT



By Jim Stedt

In October we touched on the problem of how salary compression relates to the cost per hire for employees. If you are in high-tech management and haven't had to add staff in the past few years (lucky you!), you will be surprised when you see going salaries now. Inflation is staying low, and most companies are giving 4 percent to 8 percent yearly increases. But shortages in key markets have pushed salaries up 15 percent to 30 percent in the past few years — even higher for the positions that are really hot.

So you might have competent, loyal staff members working next to new arrivals who make 25 percent more. What can you do?

First, make sure the salaries you're offering for the new openings are appropriate to the candidate or position. The best way to do this is to consult salary surveys on the Web, your contacts in other companies or trade associations. Make sure the survey information is the latest — no more than 12 months old — and is of your region.

Good salary surveys have definitive job descriptions. You might have candidates who are willing to switch only if they can move into the top 5 percent of their range. Competent technical recruiters know exactly what the proper salary ranges are and what they need to do to bring on new staff.

Next, update salaries for staff already onboard. If your pay ranges are too low for the industry, you must raise them to where they belong. You can give raises in three- to six-month increments or along with employees' annual reviews. If you don't keep up with the current salary ranges, you might well lose your most competent employees to other companies.

If you cannot match the new pay range, you might consider implementing new benefits only for employees who have worked more than three or five years at the facility. This approach will let you reward staff who stay and might not immediately hinder your cash flow, depending on how long your staff has been with you. One method is to adopt special stock options or profit-sharing bonuses tied to longevity and productivity.

NON-SALARY INCENTIVES

Some employees will stick with a company that pays less money because of the treatment and special benefits they receive. What do employees really value? A recent study revealed that workers want a feeling of sharing in the destiny of the firm along with honest two-way communications of both good and bad news.

Technical staff members want training and career development — and state-of-the-art hardware and software to do their jobs. They also want management that participates with fair and equitable treatment. They are interested in recognition and rewards for significant achievements and want to create balance between work and personal life.

High-tech firms must re-evaluate their salary and benefits programs at least every year. Don't let the industry pass you and your staff by. **M**

Jim Stedt founded Hartley & Associates of Santa Ana, CA, in 1984. The firm provides recruiting, management and technical consulting. Reach him

EXECUTIVE News Briefs

TECHIES DAY — Netscape Communications co-founder Marc Andreessen joined students from Woodrow Wilson Senior High in Washington, DC, in October to discuss technology and technology careers as part of National Techies Day. The day was founded by CNET and techies.com to celebrate technology professionals and inspire America's youth to take math and science courses. Recent studies show fewer students are taking the math and science classes needed for technology careers — though the number of high-tech jobs is increasing significantly. The U.S. Bureau of Labor Statistics says demand for technology professionals will double in the next five years from 1.5 million to 3 million. (Feature Photo Service)

■ IntraNet Solutions Announces Live Xpedio Web Seminars

IntraNet Solutions Inc. is offering a Web seminar program in which IT and Web professionals can participate in interactive, real-time demonstrations of the Xpedio Content Management product. The live Web seminars are open to everyone and will run on a regular schedule posted on the company's Web site. Participants can register at www.intranetsolutions.com.

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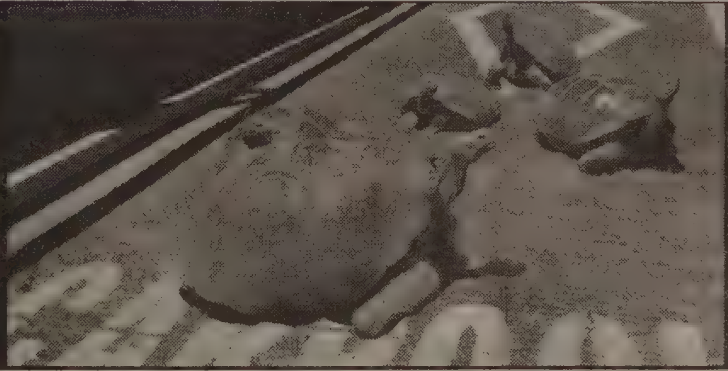

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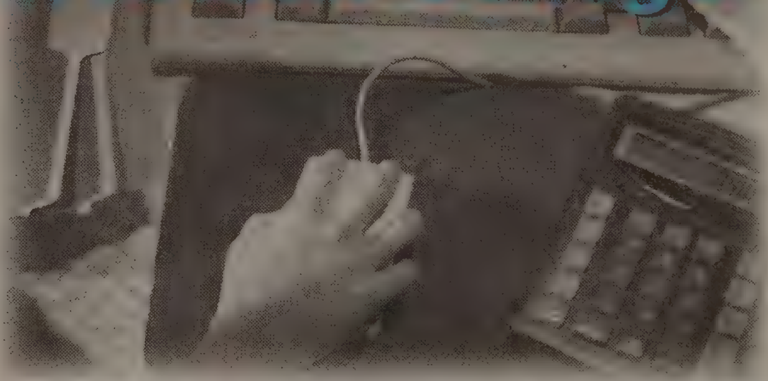

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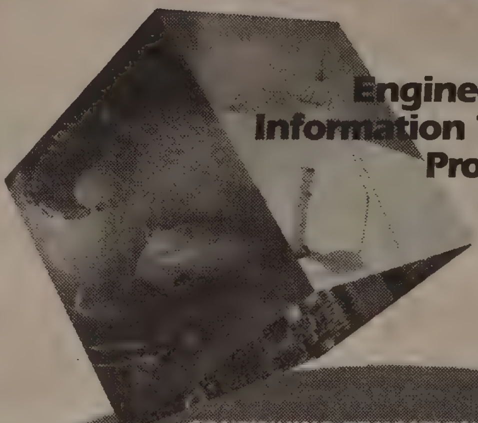

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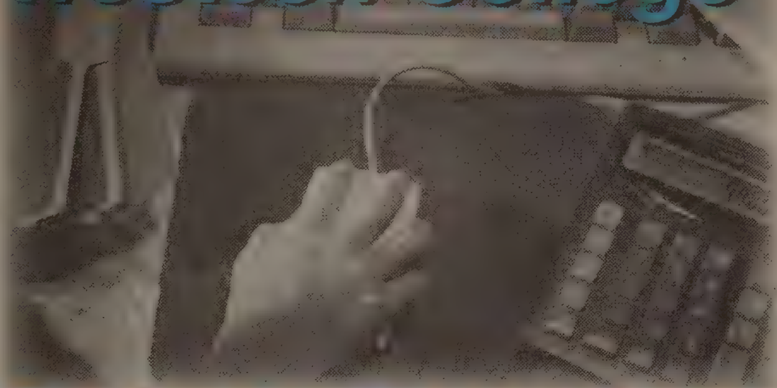

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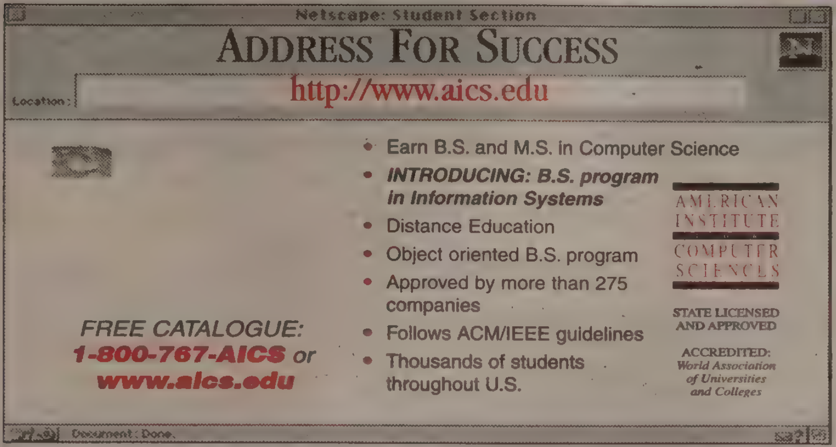
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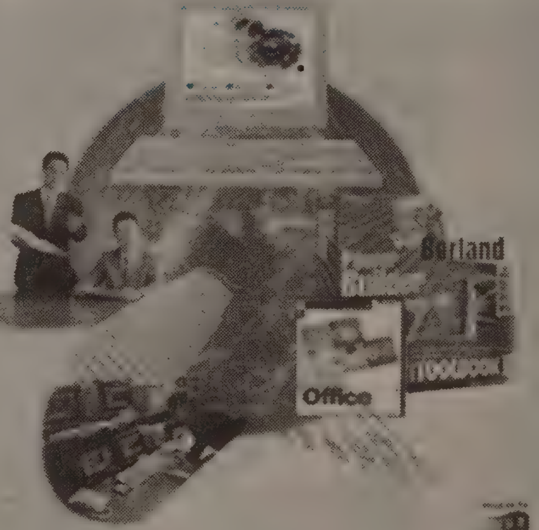

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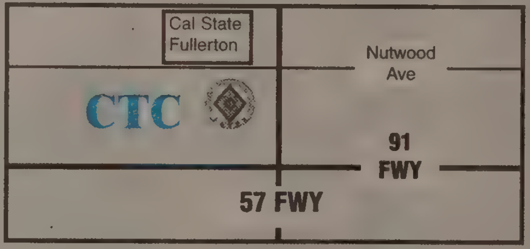

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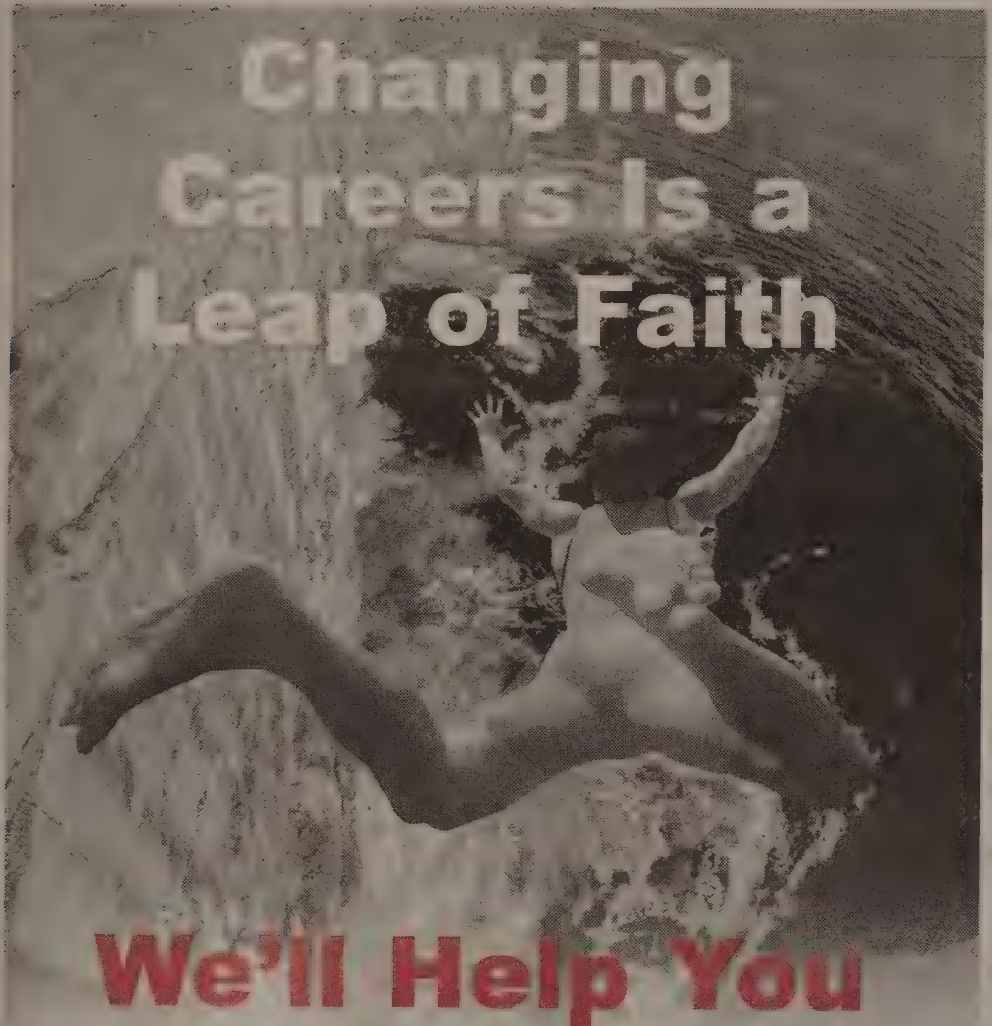
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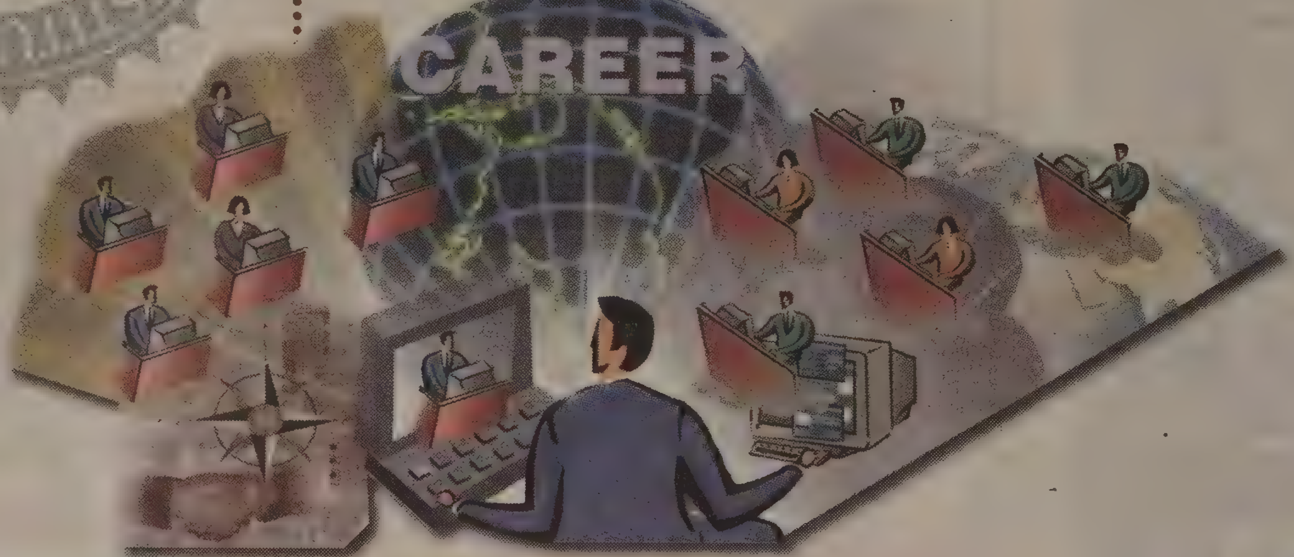

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HOME ENTERTAINMENT

As Star Wars Travels To PlayStation, Homeworld Moves Into 3rd Dimension

By Jim Pedicord

Star Wars: Episode I The Phantom Menace

Star Wars: Episode I The Phantom Menace For PlayStation

LucasArts Entertainment Co. LLC brings a bold chapter in the Star Wars saga to PlayStation with the release of *Star Wars: Episode I The Phantom Menace*. Based on the motion picture, *The Phantom Menace* places the fate of the Star Wars galaxy in the hands of players and challenges them to use the Force — and their wits — to overcome perils at every turn. It immerses players in the roles of the motion picture's principal characters, Jedi Knight Obi-Wan Kenobi, Jedi Master Qui-Gon Jinn, Queen Amidala and Captain Panaka. Throughout the game, players encounter challenging puzzles suitable for both novice and veteran action-adventurers as they search for clues to defeat the Trade Federation and its evil plot. Players defend themselves with weaponry including lightsabers, flash grenades, Naboo blasters and Force Push powers. *The Phantom Menace* takes players through exotic and amazing realms: the denizen-filled streets of Mos Espa on the desert planet of Tatooine, the gleaming galactic capital world of Coruscant, the lush world of Naboo — and beyond.

QX3 Computer Microscope

Mattel and IntelPlay released the QX3 Computer Microscope, a child's microscope that plugs into a computer and displays images onscreen. Complete with three magnification ranges (10X, 60X and 200X), this microscope connects to a computer via a USB port. Images from the microscope can be saved to the computer as pictures or movies, and a variety of special effects can be added later with the supplied software. The microscope can be taken out of its stand and used in a handheld mode to capture images up to eight feet away from the computer.

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continued on next page ➤

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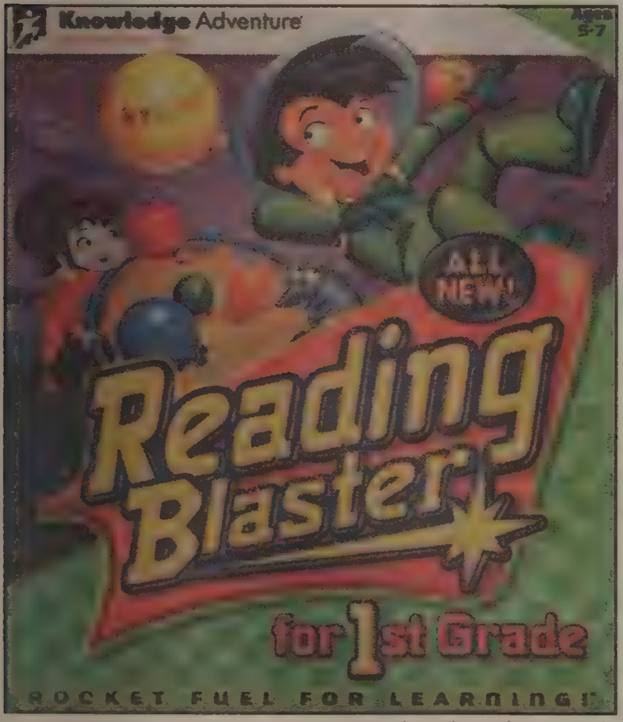
New Products

continued from previous page

Fly!

Gathering of Developers released Fly!, a detailed commercial flight simulator that places the user in control of one of five real aircraft, ranging from a single propeller plane to a business jet. Each plane has graphically detailed and functional cockpit panels, as well as accurate representations of the interior and exterior. Satellite images of San Francisco, Los Angeles, Dallas, New York and Chicago allow for realistic flying conditions in these cities. Players can also fly to locations around the world. Air traffic controllers and GPS units add even more realism as pilots traverse the world by day or night.



Reading Blaster for 1st Grade

Reading Blaster And Math Blaster Series

Knowledge Adventure added several titles to its popular Reading Blaster and Math Blaster series with the release of Reading Blaster Kindergarten and 1st Grade and Math Blaster 1st and 2nd Grade. Each offers direct approach to math and reading, concentrating on specifics highlighted in each of the grades. Using fun games and all the Blaster characters, the reading products teach reading comprehension, vocabulary, opposites, rhyming and alphabetizing. The math products also use fun teaching methods to explain logic, addition, subtraction, and concepts such as greater than and less than.

•

Revenant

Eidos Interactive takes players into a rich fantasy world with Revenant, a role-playing game filled with mystery and adventure. The player takes control of Locke D'Averam, a resurrected ancient warrior-mage with no memory of his past life, who has been summoned to help defeat an evil cult. Locke slowly starts remembering his past and his skills, making him more powerful as the game progresses. The warrior takes advantage of more than 55 weapons and dozens of pieces of armor as he battles more than 50 enemies. Other nonplayer characters interact, helping to develop the detailed plot as Locke explores the mysterious island he has been called on to defend. Multiplayer options are included for battling similar warriors and mages, while an included map editor lets players create custom battlefields.

The Card Zone Deluxe

Sierra released the Card Zone Deluxe, a package for making a variety of greeting, thank you and congratulatory cards. Included in the package are more than 10,000 cards, 10,000 pictures and images, and thousands of messages for creating unique cards. It also includes an assortment of other projects, such as banners, stickers and calendars. All of the projects are quick and easy to create. And Card Zone Deluxe comes with the photo-imaging software Snapshot Express to import and edit photos.

Zowie Playzone Series

Merging toys and computers, Zowie Intertainment released two products to its Playzone line for younger children, Red Beard's Pirate Quest and Ellie's Enchanted Garden. Each comes with action figures and plugs into a serial port on the computer, which means that instead of using the keyboard to perform actions, children can use the figures themselves. When the figures are moved on the play set, corresponding and extended actions take place on the computer. In Red Beard, for example, the toy cannons can be fired on the computer by aiming and using them on the toy pirate boat. In Ellie, the figures can do hopscotch, dance and play hide-and-seek.

P120 Action Pad

Saitek Industries released an inexpensive computer game pad with the look and feel of a more expensive controller. Complete with a standard eight-way D pad, four fire buttons and two triggers, this controller is well-contoured for a comfortable fit. A removable minijoystick fits in the center D pad to use with simulators and similar games. **M**

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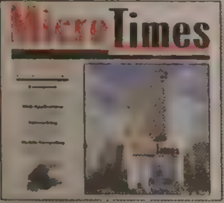

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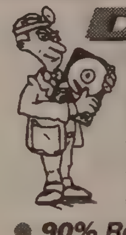

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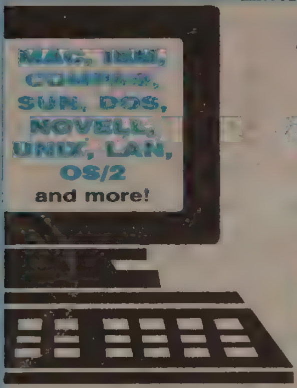

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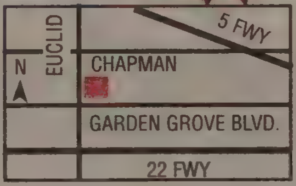

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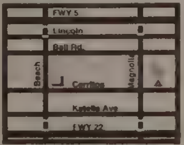

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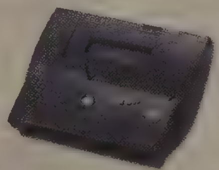

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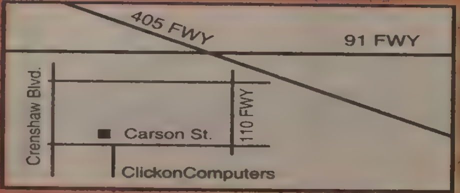

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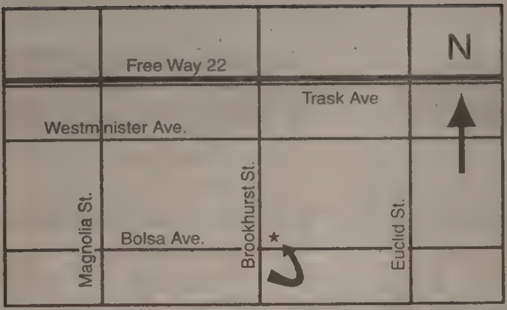

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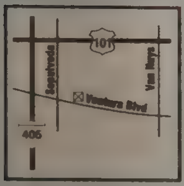

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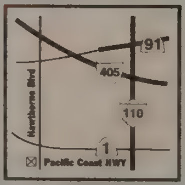

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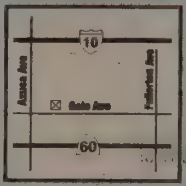

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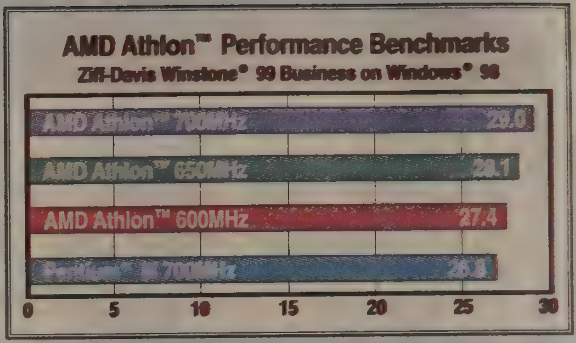

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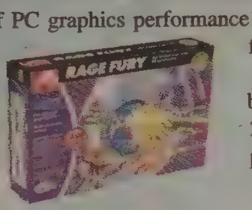

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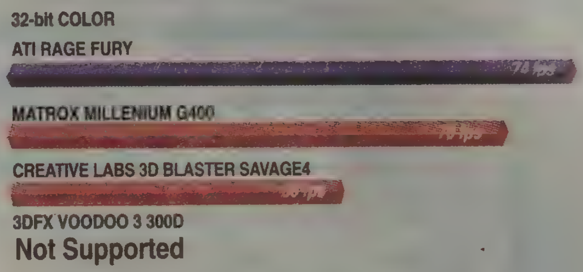

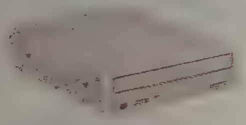

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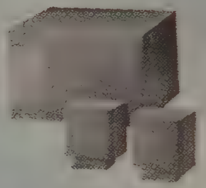

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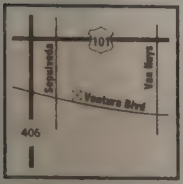

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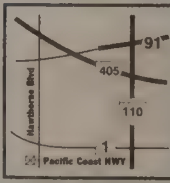

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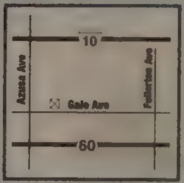

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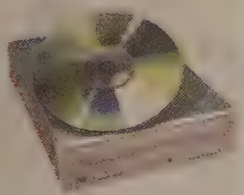

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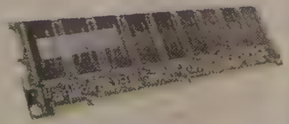

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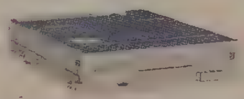

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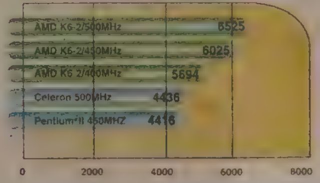

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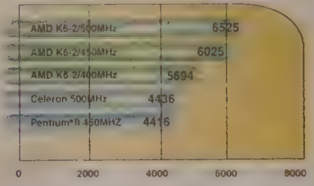

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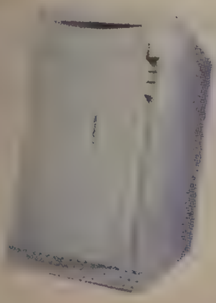

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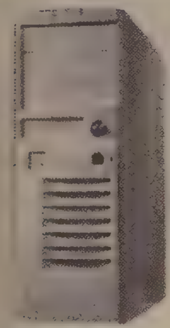

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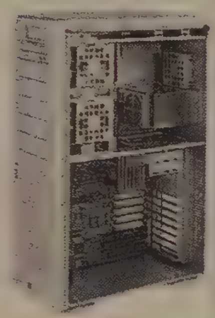

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840 Mini Tower AT	230W, 3 x 5¼, 1 x 3½, 2 x 3½ (Internal)	$ 49⁹⁹
860 Mini Tower ATX	230W, 3 x 5¼, 2 x 3½, 3 x 3½ (Internal)	$ 79⁹⁹
880 Full Tower ATX	230W, 6 x 5¼, 1 x 3½, 4 x 3½ (Internal)	$ 99⁹⁹

Rack Mount Cases

19" Rack Mount ATX	300W, 3 x 5¼, 1 x 3½, 3 x 3½ (Internal)	$ 199⁹⁹
19" Rack Mount Redundant	2 Hot Swappable, 300W Power Supply	$ 399⁹⁹
19" 40U Rack Mount Cabinet		$1399⁹⁹

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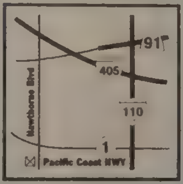
Fax:(818)907-7292



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24231 Hawthorne Blvd.,
Torrance, CA 90505
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Fax:(310)375-0158

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Redhill Ave
55
405

Tustin
15012 Red Hill Ave., #B
Tustin, CA 92780
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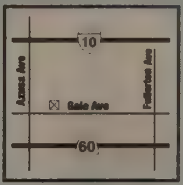
Fax:(714)258-2627



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Industry, CA 91748
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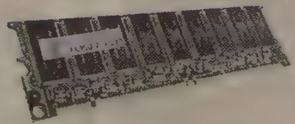
Fax:(626)820-6010

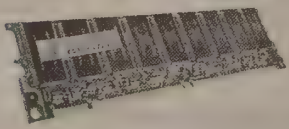
PROCESSOR & MEMORY

PC 133 SDRAM



256 MB	32x64 133MHz DIMM	$ Call
128 MB	16x64 133MHz DIMM	$269⁹⁹
64 MB	8x64 133MHz DIMM	$139⁹⁹

PC 100 SDRAM



32MB 100MHz 4x64 DIMM	$ 65⁹⁹
64MB 100MHz 8x64 DIMM	$109⁹⁹
128MB 100MHz 16x64 DIMM	$209⁹⁹
256MB 100MHz 32x64 DIMM	$429⁹⁹
64MB 100MHz ECC DIMM	$139⁹⁹
128MB 100MHz ECC DIMM	$239⁹⁹
256MB 100MHz ECC DIMM	$499⁹⁹

*Please call for updated pricing.

EDO RAM SIMM

64 MB	16x32 EDO	$109⁹⁹
32 MB	8x32 EDO	$ 69⁹⁹
16 MB	4x32 EDO	$ 39⁹⁹

intel®

intel inside pentium III

Pentium III 700	$ 799⁹⁹
Pentium III 650	$ 629⁹⁹
Pentium III 600	$ 479⁹⁹
Pentium III 550	$ 369⁹⁹
Pentium III 500	$ 249⁹⁹
Pentium III 450	$ 209⁹⁹

Pentium III 733 PC133	$829⁹⁹
Pentium III 667 PC133	$649⁹⁹
Pentium III 600 PC133	$499⁹⁹
Pentium III 533 PC133	$349⁹⁹

AMD Athlon PROCESSOR

AMD K6 III PROCESSOR 3DNOW!

Athlon K7 700	$ 729⁹⁹
Athlon K7 650	$ 559⁹⁹
Athlon K7 600	$ 449⁹⁹
Athlon K7 550	$ 319⁹⁹
Athlon K7 500	$ 239⁹⁹

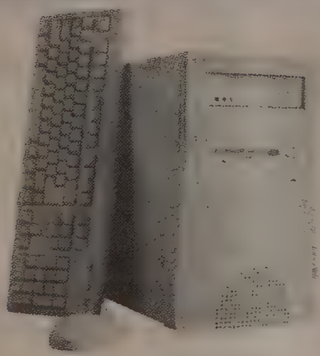
AMD K6-3 500	$ 279⁹⁹
AMD K6-3 450	$ 159⁹⁹
AMD K6-3 400	$ 99⁹⁹
AMD K6-2 500	$ 119⁹⁹
AMD K6-2 450	$ 69⁹⁹
AMD K6-2 400	$ 55⁹⁹

intel inside celeron™ PROCESSOR

intel inside pentium II

Celeron 500	$ 159⁹⁹
Celeron 466	$ 109⁹⁹
Celeron 433	$ 85⁹⁹
Celeron 400	$ 69⁹⁹

P III Xeon 550 512K	$1099⁹⁹
Pentium II 400	$ 159⁹⁹
Pentium II 350	$ 149⁹⁹
Pentium 233MMX	$ 49⁹⁹



Barebone System

Upgrade Yourself, add CPU, RAM & Hard Drive

- 1.44MB Floppy
- 50X CD-ROM
- ATX Tower Case
- Fully Assembled
- AGP 3D Video
- PCI 3D Sound
- 56K V.90 Modem
- 10/100 LAN Card

$189⁹⁹

AMD K6-2 3DNOW!

intel inside pentium III

With CPU

AMD K6-2 450	$259⁹⁹
AMD K6-2 500	$309⁹⁹
Celeron 400	$259⁹⁹
Celeron 500	$349⁹⁹
Pentium III 450	$399⁹⁹
Pentium III 500	$439⁹⁹

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MOTHERBOARDS

ASUS

P2B-F

- New 440BX 100MHz AGP Chipset
- Pentium II / III 233-600MHz +
- 4x168-Pin DIMM, 1024MB Max
- 5xPCI / 2xISA / 1xAGP slots
- ATX Form Factor

intel	P3-450 [illegible]	P3-500 $379	P3-550 $499
	P3-600 $699	P3-650 $759	P3-700 $929

$129.99

ASUS

P3B-F

- 440BX 100MHz AGP Chipset
- Pentium II / III 233-600MHz +
- Jumperless BIOS Configuration
- 6xPCI / 1xISA / 1xAGP Slots
- 4x168-Pin DIMM, 1024MB Max.

intel	P3-450 $349	P3-500 $389	P3-550 $509
	P3-600 $619	P3-650 $769	P3-700 $939

$139.99

ASUS

P3W-E

- Intel 810E 133MHz AGP chipset
- 3x168-Pin DIMM, 768MB Max
- 5xPCI / 2xISA slots
- On-Board 4MB AGP Video
- Ultra ATA /66 Support

intel	P3-450 $379	P3-500 $419	P3-550 $539
	P3-600 $649	P3-650 $799	P3-700 $969

$169.99

ASUS

P2B-S

- New 440BX 100MHz AGP Chipset
- Pentium II / III 233-600MHz +
- 4x168-Pin DIMM, 1GB Max
- 4xPCI / 2xISA / 1xAGP slots
- Ultra DMA / 33, ATX Form Factor
- Adaptec Ultra2 Wide SCSI (80MB/Sec)

intel	P3-450 $529	P3-500 $569	P3-550 $689
	P3-600 $799	P3-650 $949	P3-700 $1119

$319.99

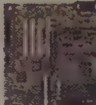
ASUS

P2B-DS

- New 440BX 100MHz AGP Chipset
- Dual Pentium II /-III 233-600MHz +
- 4x168-Pin DIMM, 1GB Max
- 4xPCI / 2xISA / 1xAGP slots
- Ultra DMA / 33, ATX Form Factor
- Adaptec Ultra2 Wide (80MB/Sec)

intel	P3-600 $929	P3-650 $1079	P3-700 $1249
	P3-600x2 $1409	P3-650x2 $1079	P3-700x2 $2049

$449.99



ASUS

P2B-D

- New 440BX 100MHz AGP Chipset
- Dual Pentium II / III 233-600MHz +
- 4x168-Pin DIMM, 1GB Max
- 4xPCI / 2xISA / 1xAGP slots
- Ultra DMA / 33, ATX Form Factor

intel	P3-600 $759	P3-650 $909	P3-700 $1079
	P3-600x2 $1239	P3-650x2 $1539	P3-700x2 $1879

$279.99

AGP ACCELERATED GRAPHICS PORT 100MHz

ASUS

P5A-B

512K Pipeline Burst Cache

- Aladdin 100MHz AGP chipset, 75-500MHz
- Pentium MMX, M2, AMD K6 & K6-2
- 3x168-Pin DIMM, 768MB Max
- 2xISA / 3xPCI / 1xAGP Slots
- Baby AT Form Factor

intel	166MMX N/A	200MMX N/A	233MMX $155
AMD K6-2	K6-2 400 $155	K6-2 450 [illegible]	K6-2 500 [illegible]
AMD K6-III	K6-3 400 $209	K6-3 450 $259	K6-3 500 $379

$99.99

AGP ACCELERATED GRAPHICS PORT 100MHz

ASUS

P5A

512K Pipeline Burst Cache

- Aladdin 100MHz AGP chipset, 75-500MHz
- Pentium MMX, M2, AMD K6 & K6-2
- 3x168-Pin DIMM, 768MB Max
- 2xISA / 5xPCI / 1xAGP Slots
- ATX Form Factor

intel	166MMX N/A	200MMX N/A	233MMX $155
AMD K6-2	K6-2 400 $155	K6-2 450 $169	K6-2 500 $219
AMD K6-III	K6-3 400 $209	K6-3 450 $259	K6-3 500 $379

$99.99

AGP ACCELERATED GRAPHICS PORT 100MHz

Iwill

XA100 Plus

512K Pipeline Burst Cache

- Aladdin 100MHz AGP chipset, 75-500MHz
- Pentium, MMX, M2, AMD K6, K6-2
- 3x168-Pin DIMM, 768MB Max
- 3xISA / 4xPCI / 1xAGP Slots
- ATX Form Factor

intel	166MMX N/A	200MMX N/A	233MMX $145
AMD K6-2	K6-2 400 $145	K6-2 450 $159	K6-2 500 $209
AMD K6-III	K6-3 400 $199	K6-3 450 $249	K6-3 500 $369

$89.99

FAST ATA 66

Iwill

VD133

- VIA Apollo 133MHz AGP Chipset
- Ultra ATA/66 Support
- 3x168-Pin DIMM, 768MB Max
- 2xISA / 5xPCI / 1xAGP Slots
- ATX Form Factor

intel	P3-450 [illegible]	P3-500 [illegible]	P3-550 [illegible]
	P3-600 $579	P3-650 $729	P3-700 [illegible]

$99.99

ABIT

Your Reliable Partner

BH6

- Pentium II / III 233-600MHz +
- New 440BX AGP Chipset
- AGP, SDRAM, Ultra DMA Support
- 3x 168-Pin DIMM
- 5x PCI / 2xISA / 1xAGP Slots

intel	P3-450 $319	P3-500 $359	P3-550 $479
	P3-600 $549	P3-650 $739	P3-700 $909

$109.99

ABIT

Your Reliable Partner

BF6

- Pentium II / III 233-600MHz +
- 440BX 100MHz AGP Chipset
- 3x 168-Pin DIMM, 768MB Max
- 6x PCI / 1xISA / 1xAGP Slots
- Soft Menu III or DIP Switches

intel	P3-450 $339	P3-500 $379	P3-550 $499
	P3-600 $609	P3-650 $759	P3-700 $929

$129.99

FAST ATA 66

ABIT

Your Reliable Partner

BE6

- Pentium II / III 233-600MHz +
- 440BX 100MHz AGP Chipset
- Ultra ATA/66 Support
- 3x 168-Pin DIMM, 768MB Max
- 5x PCI / 2xISA / 1xAGP Slots

intel	P3-450 [illegible]	P3-500 [illegible]	P3-550 $509
	P3-600 [illegible]	P3-650 [illegible]	P3-700 $939

$139.99

FAST ATA 66

ABIT

Your Reliable Partner

BE6-2

- Pentium II / III 233-600MHz +
- 440BX 100MHz AGP Chipset
- 3x 168-Pin DIMM, 768MB Max
- 5x PCI / 1xISA / 1xAGP Slots
- Soft Menu III or DIP Switches
- Ultra ATA / 66 Support

intel	P3-450 $359	P3-500 $399	P3-550 $519
	P3-600 $629	P3-650 $779	P3-700 $949

$149.99

ABIT

Your Reliable Partner

BP6

- Intel 440BX Chipset, Socket 370
- Single or Dual Celeron
- 3x 168-Pin DIMM, 768MB Max
- 2xISA / 5xPCI / 1xAGP Slots
- ATX Form Factor

intel	Celeron400 $219	Celeron466 $259	Celeron500 $309
	C400 x 2 $289	C466 x 2 $369	C500 x 2 $469

$149.99

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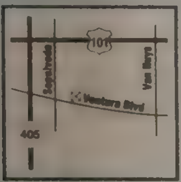

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Sherman Oaks, CA 91403
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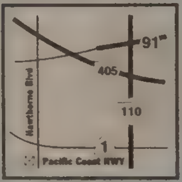

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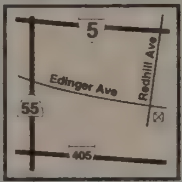
Tel:(310)375-3278
Fax:(310)375-0158



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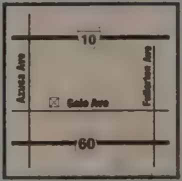

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- Dual Pentium II/III Xeon 550MHz +
- New 440GX 100MHz AGP Chipset
- 4x168-Pin DIMM, 2GB Max
- 5xPCI / 2xISA / 1 AGP Slots
- Adaptec Ultra 2 Wide (80MB/sec)

intel xeon	450 512K	550 512K
	$1449	$1599
	2x450 512K	2x550 512K
	$2399	$2699

$499.99

SUPERMICRO
SUPER MICRO COMPUTER INC

P6SBA

- New 440BX 100MHz AGP chipset
- Pentium II/III 233-600MHz +
- 3x168-Pin DIMM
- 4xPCI / 3xISA / 1xAGP Slots

intel	P3-450	P3-500	P3-550
	$319	$359	$479
	P3-600	P3-650	P3-700
	$589	$739	$909

$109.99

intel®

Seattle-2

- New 440BX 100MHz AGP chipset
- Pentium II/III 233-600MHz+
- 3x168-Pin DIMM, 384MB Max
- 4xPCI / 2xISA / 1xAGP Slots
- On-Board Crystal Sound Card

intel	P3-450	P3-500	P3-550
	$339	$379	$499
	P3-600	P3-650	P3-700
	$609	$759	$929

$129.99

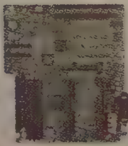
SUPERMICRO
SUPER MICRO COMPUTER INC.

P6SBU

- New 440BX 100MHz chipset
- Pentium II/III 233-600MHz +
- 4x168-Pin DIMM
- 4xPCI / 3xISA / 1xAGP Slots
- Adaptec Ultra2 Wide (80MB/Sec)

intel	P3-450	P3-500	P3-550
	$529	$569	$689
	P3-600	P3-650	P3-700
	$799	$949	$1119

$319.99



SUPERMICRO
SUPER MICRO COMPUTER INC.

P6DGU

- New 440GX 100MHz chipset
- Dual Pentium II/III 233-600MHz+
- 4x168-Pin DIMM, 2GB Max
- 5xPCI / 2xISA / 1xAGP Slots
- Adaptec Ultra2 Wide (80MB/Sec)

intel	P3-600	P3-650	P3-700
	$919	$1069	$1239
	P3-600x2	P3-650x2	P3-700x2
	$1399	$1699	$2039

$439.99

SUPERMICRO
SUPER MICRO COMPUTER INC.

P6DBE

- New 440BX 100MHz AGP chipset
- Dual Pentium II/III 233-600MHz +
- 4x168-Pin DIMM, 1GB Max
- 5xPCI / 2xISA / 1xAGP Slots
- ATX Form Factor

intel	P3-600	P3-650	P3-700
	$679	$829	$999
	P3-600x2	P3-650x2	P3-700x2
	$1159	$1459	$1799

$199.99

AGP ACCELERATED GRAPHICS PORT
100MHz

PA-2013

2MB Pipeline Burst Cache

- VIA Apollo Chipset, 75-500MHz+
- Pentium MMX, M2, AMD K6 & K6-2
- 3x168-Pin DIMM, 348MB Max
- 2xISA / 4xPCI / 1xAGP Slots
- ATX Form Factor

intel	166MMX	200MMX	233MMX
	N/A	N/A	$165
AMD K6	K6-2 400	K6-2 450	K6-2 500
	$165	$179	$229
AMD K6	K6-3 400	K6-3 450	K6-3 500
	$219	$269	$389

$109.99

FAST ATA 66

503A

1MB Pipeline Burst Cache

- VIA Apollo MVP3+, 75-500MHz +
- Ultra ATA/66 Support
- 3x168-Pin DIMM, 768MB Max
- Sound Blaster Audio On-Board
- 1xISA / 4xPCI / 1xAGP Slots

intel	166MMX	200MMX	233MMX
	N/A	N/A	$145
AMD K6	K6-2 400	K6-2 450	K6-2 500
	$145	$159	$209
AMD K6	K6-3 400	K6-3 450	K6-3 500
	$199	$249	$369

$89.99

AMD Athlon

SD11

- AMD 751 Chipset
- AMD Athlon 500-650 MHz Plus
- 3x168-Pin DIMM
- 5xPCI/1xISA/1xAGP Slots
- Ultra ATA/66 Support

AMD Athlon	K7-500	K7-550	K7-600
	$419	$499	$629
	K7-650	K7-700	
	$739	$909	

$179.99

AGP ACCELERATED GRAPHICS PORT
100MHz

GCT

Super Socket-7

512K Pipeline Burst Cache

- Aladdin 100MHz AGP chipset, 75-500MHz+
- 3x168 -Pin DIMM
- 2xISA / 3xPCI / 1xAGP Slots
- Dual Ultra DMA33 & Hi-Speed I/O

intel	166MMX	200MMX	233MMX
	N/A	N/A	$125
AMD K6	K6-2 400	K6-2 450	K6-2 500
	$125	$139	$189
AMD K6	K6-3 400	K6-3 450	K6-3 500
	$179	$229	$349

$69.99

TYAN COMPUTER

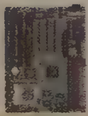
S1854 Trinity 400

- VIA Apollo 133MHz chipset
- Slot 1 & Socket 370 Support
- 3x168-Pin DIMM, 768MB Max
- 6xPCI / 1xISA / 1xAGP slots
- Ultra ATA / 66 Support

intel	P3-450	P3-500	P3-550
	$349	$389	$509
	P3-600	P3-650	P3-700
	$619	$769	$939

$139.99

AGP ACCELERATED GRAPHICS PORT
100MHz



TYAN COMPUTER

Trinity 100AT

1MB Pipeline Burst Cache

- VIA Apollo 100MHz AGP Chipset
- Pentium, MMX, M2, AMD K6 & K6-2
- 4xISA / 4xPCI / 1xAGP Slots
- 3x168 -Pin DIMM & 2x72-Pin SIMM
- Dual Ultra DMA33 & Hi-Speed I/O

intel	166MMX	200MMX	233MMX
	N/A	N/A	$155
AMD K6	K6-2 400	K6-2 450	K6-2 500
	$155	$169	$219
AMD K6	K6-3 400	K6-3 450	K6-3 500
	$209	$259	$379

$99.99

FAST ATA 66

BX Pro

All-In-One Motherboard

- Socket 370 & Slot 1, 233-600MHz
- Celeron, Pentium II, Pentium III
- On-board AGP Video, PCI 3D Sound, 56K V.90 Modem
- 1xPCI / 1xISA Slots, Baby AT Size
- Dual Ultra66 EIDE & Hi-Speed I/O

intel	P3-450	P3-500	P3-550
	$299	$339	$459
	P3-600	P3-650	P3-700
	$569	$719	$889

$89.99

FAST ATA 66

VIA

VIA 133 AGP

- VIA Apollo 133MHz Chipset
- Ultra ATA/66 Support
- 3x168-Pin DIMM, 768MB Max
- 3xISA / 4xPCI / 1xAGP Slots
- ATX Form Factor

intel	P3-450	P3-500	P3-550
	$289	$329	$449
	P3-600	P3-650	P3-700
	$559	$709	$879

$79.99

intel® Chipset

440BX AGP

- Pentium II/III 233-600MHz+
- New 440BX 100MHz AGP Chipset
- 2x168-Pin DIMM
- 4xPCI / 3xISA / AGP Slots
- ATX Form Factor

intel	P3-450	P3-500	P3-550
	$299	$339	$459
	P3-600	P3-650	P3-700
	$569	$719	$889

$89.99

VISA DISCOVER

One Year Warranty.
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Price & Specification Subject to Change.
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IDE HARD DRIVES

WESTERN DIGITAL

6.4GB UATA/66

- WD 64AA
- 66MB/sec Ultra DMA
- 9.5ms Access Time
- 256K Buffer
- 5400 RPM
- 3 Year Warranty

Caviar

$115⁹⁹

WESTERN DIGITAL

8.4GB UATA/66

- WD 84AA
- 66MB/sec Ultra DMA
- 9.5ms Access Time
- 256K Buffer
- 5400 RPM
- 3 Year Warranty

Caviar

$129⁹⁹

WESTERN DIGITAL

9.1GB UATA/66

- WD AC 29100
- 66MB/sec Mode 4 Ultra DMA
- 9 ms Access Time
- 2MB Buffer
- ***7200 RPM***
- 3 Year Warranty

Caviar

$149⁹⁹

WESTERN DIGITAL

10.2GB UATA/66

- WD 102AA
- 66MB/sec Mode 4 Ultra DMA
- 9.5ms Access Time
- 512K Buffer
- 5400 RPM
- 3 Year Warranty

Caviar

$139⁹⁹

WESTERN DIGITAL

13.6GB UATA/66

- WD 136BA
- 66MB/sec Mode 4 Ultra DMA
- 9ms Access Time
- 2MB Buffer
- ***7200 RPM***
- 3 Year Warranty

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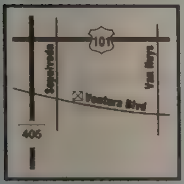

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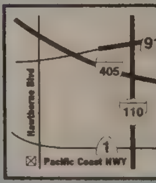

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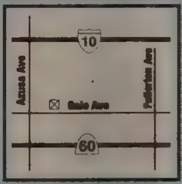

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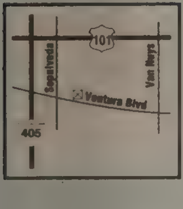

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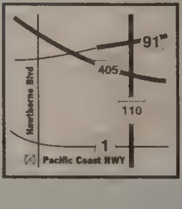

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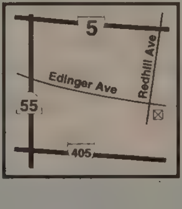

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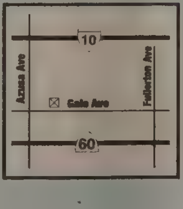

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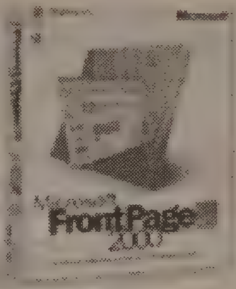

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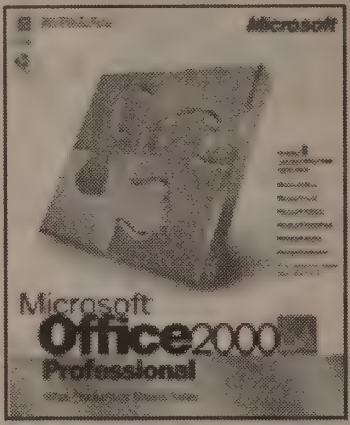

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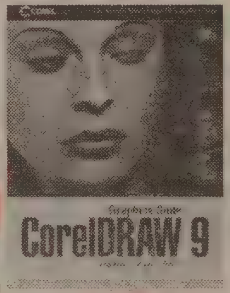

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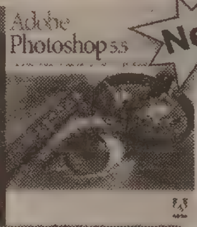

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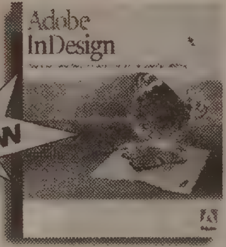

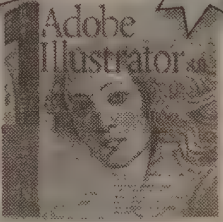

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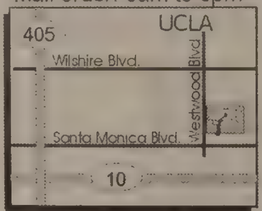

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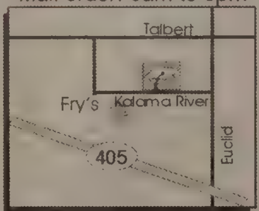

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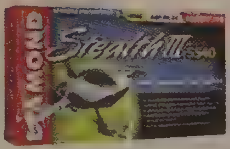

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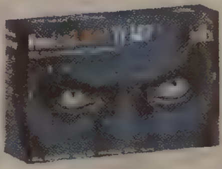

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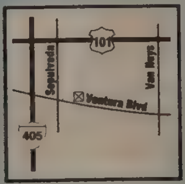

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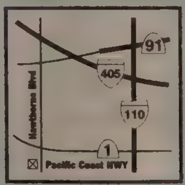

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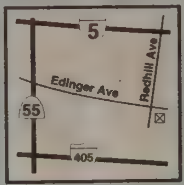

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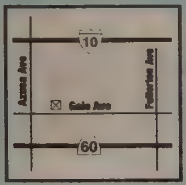

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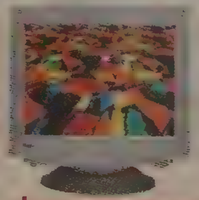

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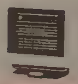

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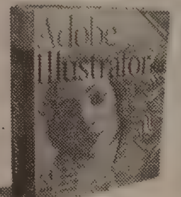

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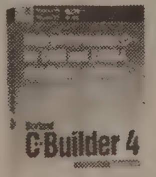

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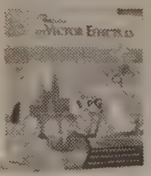

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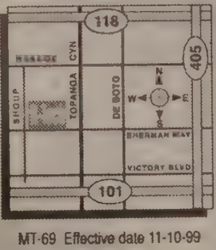

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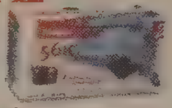

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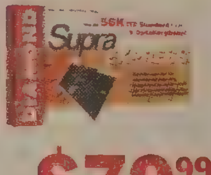

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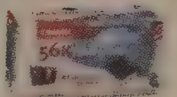

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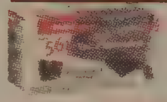

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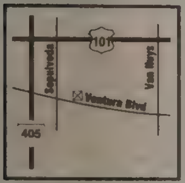

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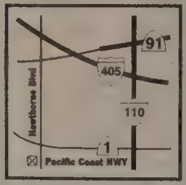

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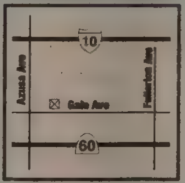

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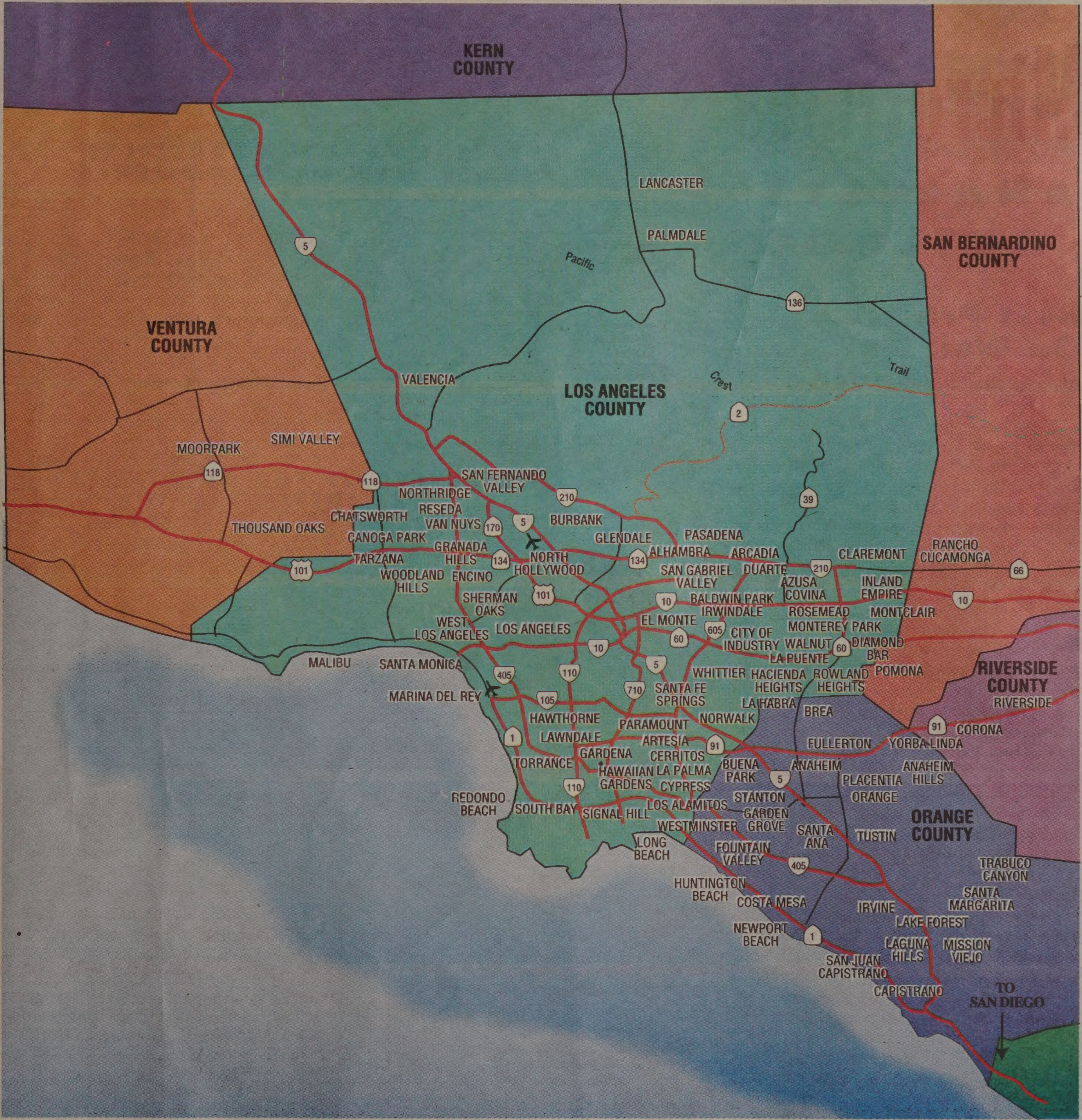
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MicroTimes

ANALYSTS' OUTLOOK

Best Practices On Web Not Always Obvious

Determining best practices for Web marketing is an increasing priority for business-to-business e-commerce companies, now that clients are using the Web for buying rather than just comparing products. QDI Strategies Inc., a Chicago-based market research firm, reports in its study "Best Practices in Business-to-Business Marketing Use of the Web" that much of today's conventional wisdom about business-to-business e-com does not jibe with the study's results.

Among the key findings is that firms don't have to limit their use of the Web to direct sales. Without losing their dealers and distributors, they can build channel and user communications. The firm also says the study shows that customers are happier with a fully refined e-commerce site than with a still-developing one.

The report questions the assumptions that Web team leaders are hard to find and that market leaders are unsurpassable. Rather, firms adhering to best practices tend to use their own IS and marketing managers as Web team leaders, since these staff members already know the product line.

Also, mega distributors might displace some of the early niche distributors, and manufacturers need to assess a Web channel's long-term potential.

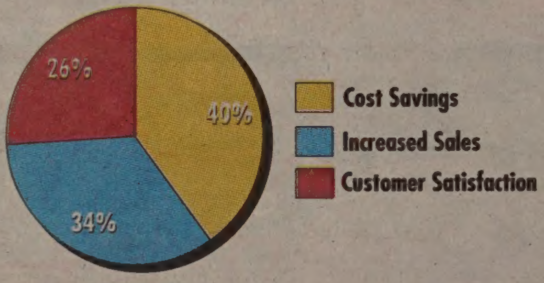
List price for the report is $2,995; the firm also offers a $3,495 package that includes two copies of the report and a one-day, onsite visit by QDI to tell how to implement a best-practices program. The company can be reached at www.qdistrategies.com.

TYPICAL VS. BEST-PRACTICES FIRM'S VIEW OF E-COMMERCE

	Typical	Best Practice
Internet's Impact	It will change everything	It will change everything
How?	It will create new channels and competitors	It lowers the cost of communication — which affects everything
Information Sources	Press and vendors	Trial and error, competitor's activity
Webmaster	New hire	Internal manager
Vendor	Web site developer vendors	Second developer — larger, e-commerce experience

In some industries, it could be a winner-take-all in e-commerce, the QDI Strategies study says. Firms that create the ordering, status and support the tools that customers want will gain market share from those that don't act quickly enough, QDI says. In most business-to-business markets, the threat comes from existing competitors, not new firms, so companies should consider Web-based sales and marketing efforts to acquire their competitors' customers.

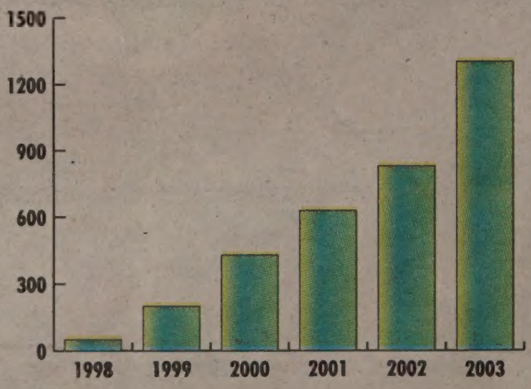
OBJECTIVE OF THE ORIGINAL WEB INITIATIVE



SOURCE: QDI Strategies

"The best practices firms did not change their goals over time," the study says. The successful firms had "clear, specific objectives" rather than experimenting with various strategies. Business-to-business manufacturers have not increased their order size by moving to the Web, unlike many consumer sites. "Many of these firms increased their activity with their resellers and are seeing total order volume increases," the study says, "but generally not in the same order."

BUSINESS-TO-BUSINESS E-COMMERCE POISED TO GROW 600% BY 2003



SOURCE: Forrester Research

Cambridge, MA, market research firm Forrester Research expects a 600 percent increase in business-to-business e-com between 1999 and 2003. Increases will come in $200 billion increments over the next several years, with a huge jump from 2002 to 2003. Best-practices firms noted three key Web trends: Speed matters, since "Web years" are calculated almost like "dog years" — several per calendar year; the Internet changes some costs so dramatically that new sales tactics are required; and the move to e-commerce in most markets is inevitable.

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